



## **Oil on the Waters: Practical Techniques for Calming Difficult Library Users**

*Workshop Agenda  
Spring 2005*

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*An Infopeople Workshop*

### **Awareness: Identifying Dangerous Interpersonal Dynamics**

- Danger Cues
- The “Assault Cycle”
- Reacting to the Most Common Types of Assault
- Recognizing the Motivations for Conflict and Violence
  - *Exercise #1 Skill Assessment*
  - *What do you do if...*
  - *Exercise # 2 Don’t Pull The Trigger!*

### **Attitude: Controlling for the “Predator or Prey Reality”**

- I’ve got the Power!
- Projecting a Professional, Competent Attitude to Avoid Being a Target
- Using the “Self” to Gain Cooperation and Avoid or Defuse Explosive Situations
  - *Exercise #3 Face-to-Face “Know Your Tools”*

### **Communication: Avoiding the “Head in the Sand Syndrome”**

- Clear Perceptions and Non-defensive Responses Positively Impact on our Social Environment
- Verbal Communication Skills
- Verbal Formulas for Gaining Compliance
- Control the Course of Verbal Confrontation
  - *Exercise #4 Face-to-Face “Communication Strategies”*

### **Training: Practice Makes Perfect—Learned Reactions for Personal Safety**

- Maintaining Emotional Balance and Mental Focus while under Stress
- Leaving and/or Calling for Assistance
- Skill Demonstration and Practice
  - *Exercise #5 Assessment and Response Strategies*

### **Summary and Evaluation**

*There will be two 15-minute breaks and an hour for lunch.*