

Exercise #3

Face-to-Face “Know Your Tools”

In this exercise you will learn and practice important non-verbal skills that you can use to help calm difficult library users.

Sixty-five percent of face-to-face communication is non-verbal.

“Controlling for the “Predator or Prey Reality”: How an individual projects him or herself onto the social environment has a direct impact upon how others will relate to him or her. Self-image, attitude, use of body language, and overall bearing all directly affect whether or not an aggressive and violent individual will seek out a person as a target of verbal abuse and physical assault. By learning how to effectively use the “self,” individuals can avoid and defuse most potentially explosive situations.

Work with the instructor to practice the following skills:

1. Body Language
 - Posture, Movements, Gestures, and Stances
 - Positioning, Distance, Proximity, and Barriers
2. Space
3. Eye Contact
4. Voice
5. Attitude
6. Appearance