Exercise #5
Assessment and Response Skills

In this exercise you will work in small groups or pairs to integrate the day's information and skill training in ways that will be most useful to you in your work.

The goal of this exercise is to learn to:

- Recognize and respond appropriately to difficult people's motivations and actions.
- Use appropriate response attitudes (emotional common sense, verbal, and non-verbal communication skills.)
- Respond and resolve the problem by removing yourself or others from danger.
- If necessary initiate appropriate departmental policy.

A. Pick one of the scenarios we have talked about today. Assess and identify the following:

1. "Assault Cycle" concerns:

2. Behavior motivation:

3. Violence indicators:

B. Using the same situation as above, answer the following:

- How should you act?

- What do you need to communicate?

- How should you react?

Oil on the Waters: Practical Techniques for Calming Difficult Library Users Spring 2005 - This material has been created by Edmond Otis, MS., MFT, for the Infopeople Project [infopeople.org], supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. Any use of this material should credit the author and funding source.