



Verbal S.W.A.T.:
Strategies With Authority & Tact

Presented By

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Communications

- ◆ May be defined as exchanging thoughts, emotions, ideas, opinions, with another person
- ◆ Communications dictates that there is a speaker, a message, a message delivery style and a listener
- ◆ Although speech is important in a message, it is a very small part of the listeners interpretation of the message



Eye Contact: You Looking At Me?



- ◆ Don't stare
- ◆ Maintain eye contact without being aggressive
- ◆ Make eye contact 60-80% of the time
- ◆ Head nods and minimal encouragements should be used
- ◆ **LOOK INTERESTED** 😊

Active Listening Techniques

Minimal Encouragements

- ◆ You can show Minimal Encouragements with both your body language and some brief verbal responses
- ◆ Use simple phrases like “I see”, “I understand”, “That must be frustrating”
- ◆ Nodding your head in agreement or tilting it in empathy shows the speaker that you are paying attention and that you care.
- ◆ They want attention and this is a way to give them some.



Empathy

“Empathy is the listener’s desire and effort to understand the recipient of help from the recipient’s internal frame of reference rather than from some external point of view, such as a theory; a set of standards, or the listener’s preferences”.

Communication in Organization, by Dalmar Fisher

In other words, step out of your shoes and into theirs!

Do You Have Power or Authority?


◆ Power is self perceived

Authority is granted



WHICH DO YOU EXHIBIT?

Communication Do's & Don'ts

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- ◆ **Don'ts**
 - Say always or never
 - Interrupt
 - Yell or lose control
 - The difference between aggressiveness and assertiveness is **CONTROL!**
 - Accuse
 - Distort facts
 - Use the word “But...”
 - Learn to take the “But” out of your mouth
 - It erases everything said before it
 - Put your personal safety at risk
 - ◆ **Don't let it get personal!**
 - Make it personal, don't take it personal

Communication Do's & Don'ts

◆ Do's

- Remain calm
- Listen intently
- Be empathetic
- Take notes
- Stay focused on the eventual goal
 - Don't get caught up in diversion tactics
- Watch their body language!
- Be willing to admit you are **WRONG!** 😊
- Look at verbal defusing as a test of your skills, not as a test of your patience!



Personal Safety Strategies Face to Face

- ◆ The best intervention with the potentially violent person is **NO INTERVENTION! LEAVE!**
 - You don't have to win today 😊
- ◆ You don't have the training to deal with physical attacks
- ◆ You are not encouraged to engage in physical contact except for self-defense or defense of others. (If you choose to and as a last resort)
- ◆ Distance is the key to safety
- ◆ Use natural obstacles if possible
- ◆ Stay near an exit
- ◆ Leave them an escape route
- ◆ Trust your gut instincts!



Personal Security Begins With You!

- ◆ Your best safety plan begins with understanding the environment you are entering, being aware of your surroundings, possessing good verbal skills and knowing what your own limitations are.
- ◆ Practice your verbal skills in non-crisis so that when crisis strikes you will be less affected



Will You Be Ready When Verbal Violence Knocks On Your Bus Door?

*It is better to have strong
verbal conflict resolution
skills and not need them than
to need them during conflict
and not have them!*

