



# EAGLE EXPRESS

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## De-Escalation Techniques That Can Be Used as a Security Officer and Your Daily Life

This is one of our latest Security America blogs put together by **Kevin Cole, Marketing Coordinator**

De-Escalation can be used in your job as a security officer but also in your daily lives.

There has been a lot of conflict as of late in our country, and in this blog, we will give a few techniques on how to de-escalate situations verbally and non-verbally. One important thing to know is that you oversee how you react to a person who is being difficult. To be successful in calming a person down is keeping your attitude in check, remain positive and give the person your undivided attention. When communicating verbally and non-verbally (i.e. Body Language) be professional, unbiased, and as mentioned before, staying positive always. The end goal is to change the persons behavior and have them be compliant by using these verbal practices. The following are some tips to use when dealing with person behaving in an unreasonable manner:

1. **Name:** Attain their name. It is key to get their name as they will respond positively, this will also make the conversation you are having more personable. The earlier you make that connection, the better.
2. **Listen:** This is the most important step to the process. Listen to and focus on what the person is saying, do not think about what you are going to say next and do not cut them off, give them their chance to speak. S
3. **Stay Calm:** Take slow deep

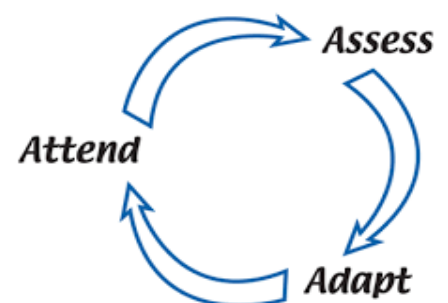
breaths and monitor your breathing. By doing this you will decrease your chances of getting caught up in the heat of the moment.

4. **Show Empathy:** Give the individual respect and dignity. Show compassion and empathy to the individual but refrain from saying "I understand" or "Please calm down". These responses can escalate the situation.
5. **Use Active Listening and Do Not Demand Compliance:** Ask the person why they are upset and listen allowing them the time to vent to you. Once the person has vented, repeat points back to them on a subconscious level which lets the person know you were listening to them as well as you understand why they are upset. After you repeat each of their points as to why they are upset, ask them if that is correct. This will get them to say "Yes" which will get them to calm down. It is hard for someone to remain angry with you if they agree with what you are saying. This technique is very successful. Saying "I'm sorry" or "I'm going to try and fix this" go a long way in a heated discussion.
6. **Do Not Act Defensively:** Keep in mind that this matter is not personal even if the person is saying bad things to you or about you. Raising your voice and pointing your finger or acting disrespectfully will just add to the heated discussion. Do not argue with the individual or try to convince the person

of anything. Maintain a low, calm, and monotone voice. Never try to talk over the person, wait until they are done, then speak.

7. **Set Limits and Boundaries:** The above tips have all mentioned for you to listen and let the individual vent BUT you also have the right to say "Please do not talk to me like that".
8. **Trust Your Instincts:** If you get a feeling that the conversation is escalating and there is nothing you can do to calm the individual down; you need to look for an exit strategy. This is also something you should do first when you begin the conversation. Be sure you have an easy way to get out of harm way if needed.
9. **Debrief:** After the situation is over, think of what took place, what was the individual upset about? What did you say that was effective/in-effective? What was the result of the situation?

### De-escalation Process





**Congratulations! Tyler Morgan**  
Tyler is being recognized for Employee of the 2nd Quarter 2020

**CAUGHT-A-PRO**  
**ALVIN HARRIS**  
**TYLER MORGAN**  
**KODY REED**  
Keep up the great work !

**INSURANCE**

*As of 7/1/2020 the MEC Enhanced and MVP health insurance plans have been updated to include virtual visits (telephone or video). Please note the addition of virtual visits is for Primary care visits only.*

Open enrollment / renewal will begin in October 2020. Please fill out the forms mailed to you and return to Security America in a timely manner.

- Waiver insurance
- New enrollment
- Renewal of your current insurances

**WINTER UNIFORMS**

All uniform requests are to be requested through your supervisor.  
**Employees** let your supervisor know what size long sleeve shirts you need for winter. All requests are **due September 4th** into the office. Supervisors please fill out one request form per site.

**Preventing Slips on Snow and Ice**

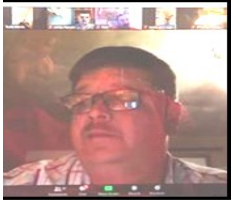
To prevent slips, trips, and falls, employers should clear walking surfaces of snow and ice, and spread deicer, as quickly as possible after a winter storm. In addition, the following precautions will help reduce the likelihood of injuries:

Wear proper footwear when walking on snow or ice is unavoidable, because it is especially treacherous. A pair of insulated and water resistant boots with good rubber treads is a must for walking during or after a winter storm. Keeping a pair of rubber over-shoes with good treads which fit over your street shoes is a good idea during the winter months. Take short steps and walk at a slower pace so you can react quickly to a change in traction, when walking on an icy or snow-covered walkway.

**Quarterly Supervisor Meeting**

**Security America** held our first virtual supervisor meeting on July 18, 2020. Christopher Signorelli, President and Arnold Jarrell, Director of Operations provided discussion and trainings.

Please remember our next quarterly supervisor meeting is scheduled October 3rd, 2020



**STAY SAFE WITH COVID-19 SECURITY OFFICER SERVICES**

**At Security America**, we understand that these are trying times for many business owners. We hope that your business and your customers stay safe during this time of uncertainty. However, business owners can take steps by taking preventative security measures.

Hiring security Officers can go a long way towards the prevention of unnecessary disturbances. At Security America, our security officers are ready to assist your organization with any security guard services you may need to keep your business or institution running smoothly.

Good security is good business. Contact Security America today to learn more about our COVID-19 services available. **Call 1-888-832-6732**



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