

# SECURITY AWARENESS TRAINING DE-ESCALATION

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# COURSE OUTLINE



Situational  
Awareness



Environmental  
Awareness



Recognizing  
Hostile or  
Aggressive  
Behaviour



De-Escalation  
Techniques



Recognizing  
Potential  
Threats



# GLOBAL THREAT ENVIRONMENT

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The global threat environment is changing and evolving at a tremendous rate. More specifically, there has been an increase in violent attacks in Nova Scotia (specifically knife and edged weapons).

There is a clear and present requirement to develop security awareness training and how best to handle hostile or aggressive people attending your place of work.

Knowing how to de-escalate the situation will ensure your safety.



# GLOBAL THREAT ENVIRONMENT

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Recognizing potential threats will better prepare you and your fellow workers to respond quickly and effectively.

Awareness is the first step in the mitigation of these threats.



# SITUATIONAL AWARENESS

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SITUATIONAL AWARENESS

Yeah it's important



# SITUATIONAL AWARENESS

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# SITUATIONAL AWARENESS

## Situational Awareness **IS**:

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- The ability to identify, process and comprehend information about how to survive in an emergency situation.
- Knowing what is going on around you at all times.
- The foundational concept for all security work.
- Also referred to as SA, and the concept is used by security, police, military as well as the business world.

# SITUATIONAL AWARENESS

## Situational Awareness **IS**:

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- A change in the way you observe and sense your environment.
- A new mindset that you must develop.
- A life skill, which you can use at home, while at the mall, at work, everywhere.



# SITUATIONAL AWARENESS

## ***See Something/Say Something***

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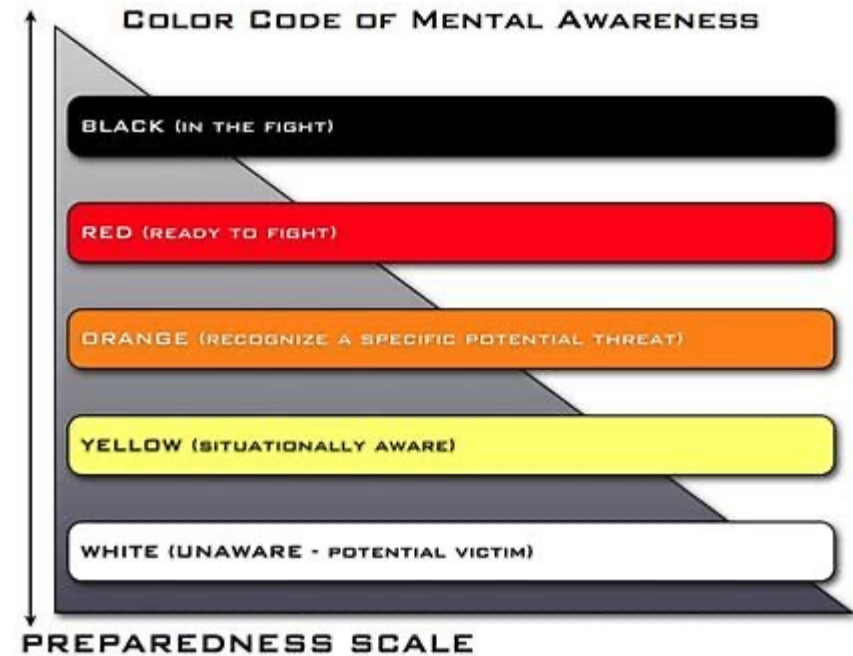
- ▀ If something looks, feels or sounds suspicious, it is a threat cue
- ▀ A safety protocol should be documented to ensure all employees have a central point to report suspicious activity.
- ▀ It is everybody's responsibility to report suspicious activity.



# LEVELS OF AWARENESS

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- Properly preparing your mind and body to deal with critical situations.
- Levels of Awareness are individual and critical to the appropriate response.



## LEVELS OF AWARENESS



### White Zone

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- Sitting at home having a coffee. Your awareness level is very low/relaxed.



### Yellow Zone

- At work on regular day. You are alert but your awareness level is not heightened.

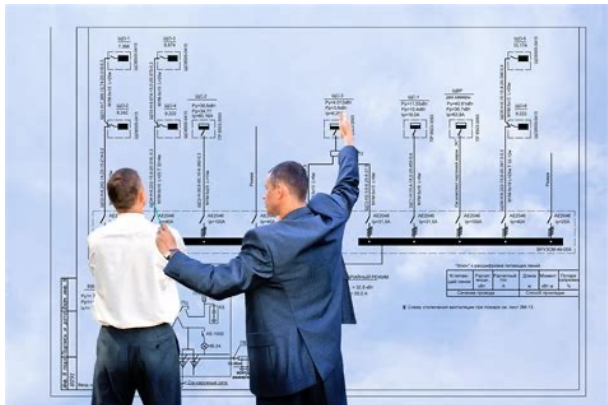


# LEVELS OF AWARENESS



## Orange Zone

- You have identified a potential threat and now have to make decisions. Your awareness level is heightened.



## Red Zone

- You are preparing for the “fight”. Your awareness level is critically heightened and preparing your body.



## LEVELS OF AWARENESS

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### **Black Zone**

- You are in panic mode and unable to process the threat or what to do.
- You want to avoid this situation at all cost.

# LEVELS OF AWARENESS

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**Q:** How does this happen? How can we prevent progressing from the “white” zone to the “black” zone?



White Zone



Yellow Zone



Orange Zone



Red Zone



BLACK Zone



# LEVELS OF AWARENESS

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**A:** By having situational awareness and identifying potential threats.

- ✓ This prepares your mind and body to prepare for a heightened awareness.
- ✓ When something critical happens, you are prepared both physically and mentally.
- ✓ Ensures your response to the threat is appropriate and timely.



White Zone



Yellow Zone



Orange Zone



Red Zone



BLACK Zone

## REPORTING TO POLICE/SECURITY

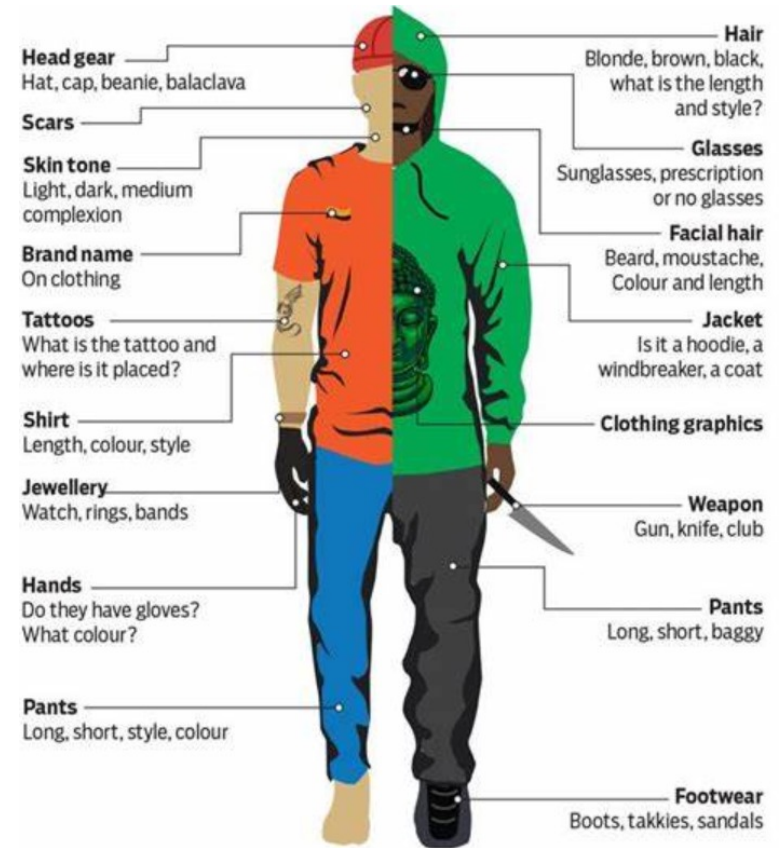
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Police or Security will require accurate and timely information:

- Type of incident or offence
- Time of occurrence
- Location of occurrence
- Description of Person/Vehicle or activity
- What did you observe of the activity
- What did the person(s) say or do

# DESCRIBING A PERSON

- Be as accurate as you can be, based on memory/notes.
- Small details can sometimes be very important.
- Base height on your own height and where they measure to your eye level.
- Weight – focus on type of build- heavy set/muscular, skinny/slim, etc.
- Race- colour of skin, linguistic accent.



# RECOGNIZING HOSTILE OR AGGRESSIVE BEHAVIOUR

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▀▀▀ Jaw Thrust

▀▀▀ Nostril Flaring

▀▀▀ Chest Puff

▀▀▀ Prolonged Eye Contact or  
Squinting

▀▀▀ Blading

▀▀▀ Rattling



# RECOGNIZING HOSTILE OR AGGRESSIVE BEHAVIOUR

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- ▀ Facial expressions can indicate situation escalating.
- ▀ These are threat cues.
- ▀ Situational Awareness will alert you to changes in a person's expression.
- ▀ This is a threat cue to a potential escalation.



# RECOGNIZING HOSTILE OR AGGRESSIVE BEHAVIOUR

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Person demonstrating the gritting teeth and jaw thrust threat cue.



# RECOGNIZING HOSTILE OR AGGRESSIVE BEHAVIOUR

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👤 Person not wishing to listen

- This is a threat cue to back up and re-assess the situation.



# RECOGNIZING HOSTILE OR AGGRESSIVE BEHAVIOUR

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## 👤 Person in the “bladed” position

- This is a threat cue of person preparing to fight.
- This should be an indicator of someone who has training in the area of boxing or martial arts.



# BODY LANGUAGE

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- ▀ Body Language – Non-verbal communication
- ▀ Accounts for 80-90% of all communication
- ▀ Important to recognize non-verbal cues of escalation
- ▀ Adjust distance if you feel threatened
- ▀ Be aware of your body language (non aggressive)



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# De-Escalation Techniques



# VERBAL DE-ESCALATION

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- Used during a potentially dangerous or threatening situation
- Explain your purpose or intention
- Negotiate options
- Ensure your body language is non threatening to the person
- Every situation is different

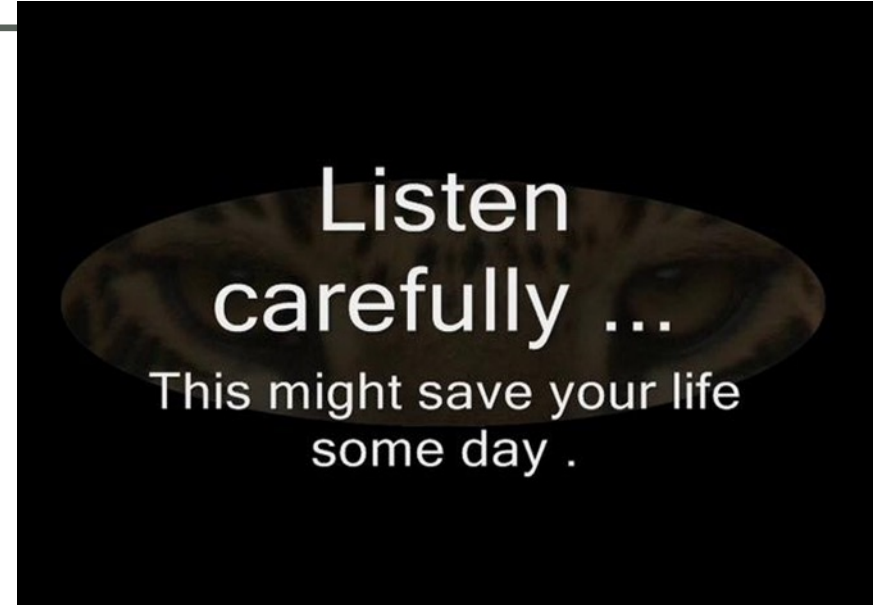


# VERBAL DE-ESCALATION

## LISTEN

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- 👂 Listen to the person and allow them to “vent”.
- 👂 Seek to understand their issue.
- 👂 Provide well structured positive feedback.
- 👂 Give them time to reflect on the information.
- 👂 Control your emotions- avoid getting angry.



# VERBAL DE-ESCALATION

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## **AVOID**

- Raising your voice, swearing, making threats and giving ultimatums or demands.
- Aggressive language including body language.

## **DO NOT**

- Intimidate a hostile or intoxicated person.



# DE-ESCALATION

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## ASK FOR ASSISTANCE

- ▲ If you feel uncomfortable with the escalation of a situation.
- ▲ There is safety in numbers.
- ▲ Two heads are always better than one.
- ▲ It is beneficial to have a witness to the interaction.



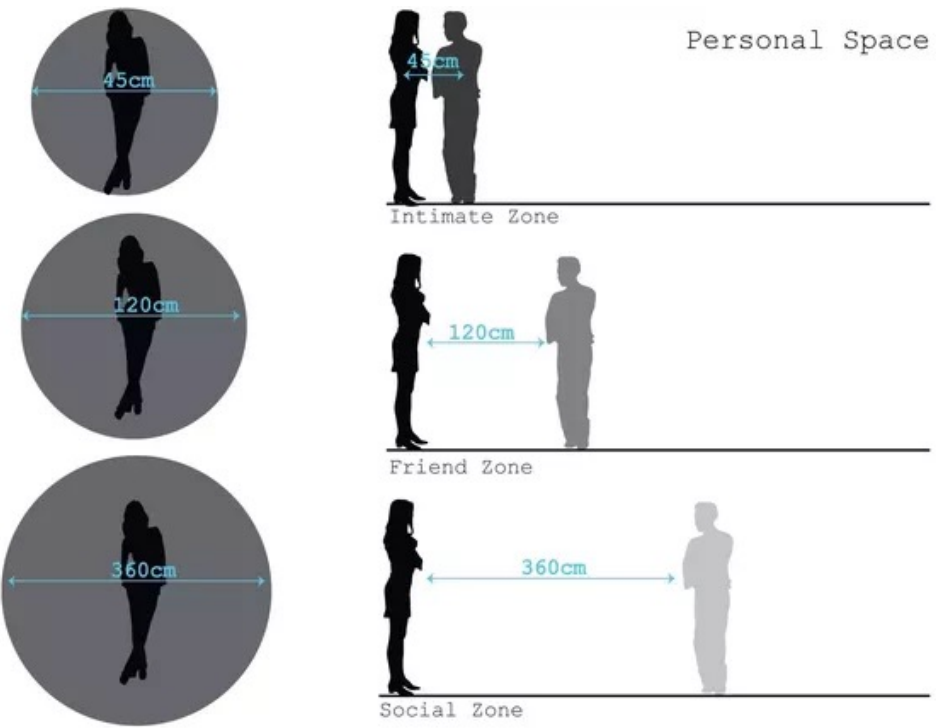
# MENTAL HEALTH CONSIDERATIONS

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## Interaction with persons with Mental Health Issues

- Be Respectful
- They may be hallucinating, and these hallucinations are their reality
- They may be paranoid and frightened, and will require more personal space
- Do not assume that the person is not smart
- Listen to the person and try to understand what he/she is communicating
- Keep a current list of community resources
- Call for help (police/security) if you feel physically threatened

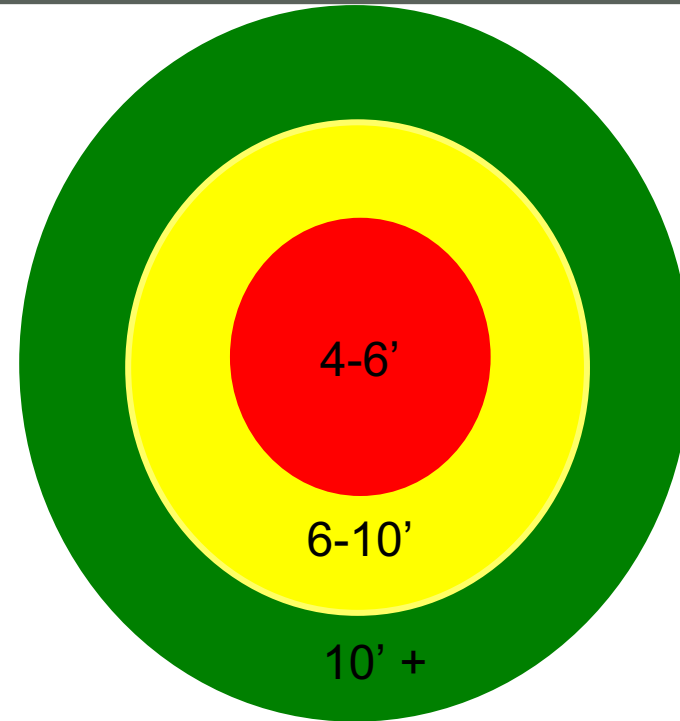
# PERSONAL SPACE



# REACTIONARY GAP

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- 👉 Respect person's personal space
- 👉 Stay relaxed and professional
- 👉 Observe body language- be vigilant for threat cues.
- 👉 Move back if person becomes hostile/aggressive.
- 👉 Read your environment.
- 👉 If uncomfortable, attempt to de-escalate or call for assistance.

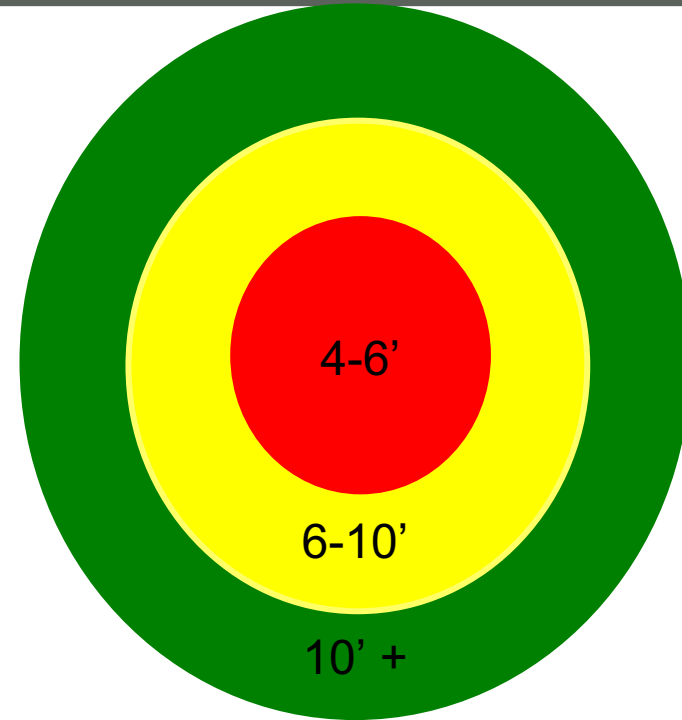


# REACTIONARY GAP

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## Benefits of the Reactionary Gap

- Will give you time and space to assess the situation and make better decisions.
- If a threat (weapon or punch) is introduced, you will have more time and space to react .

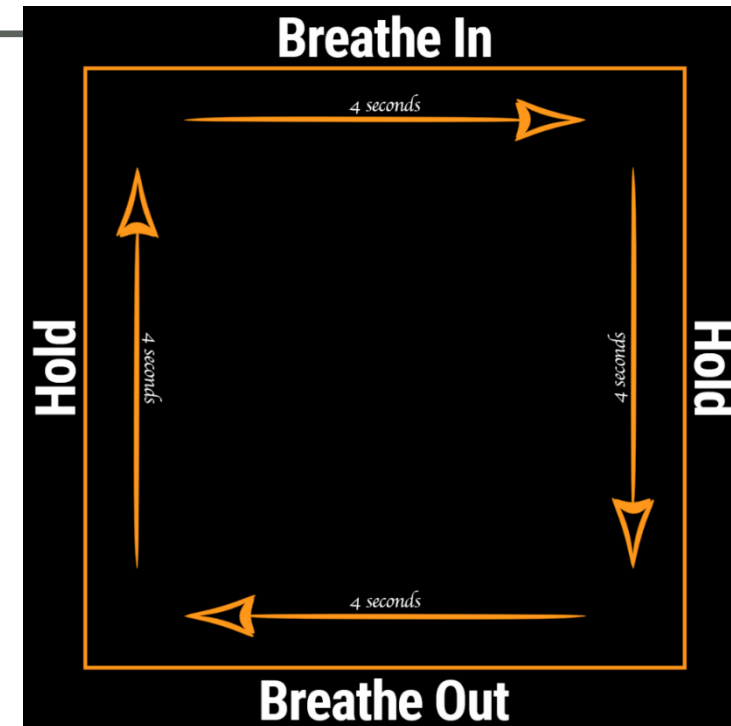


# TACTICAL BREATHING

- Also known as Combat Breathing or Box Breathing.
- Used by police and military.

## Why is this a critical skill?

- Under extreme stress, this technique will allow your body to react effectively.
- Facilitates Situational Awareness.
- Prevents tunnel vision.



# TUNNEL VISION

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- ▀ Recognizing tunnel vision.
- ▀ Counteract tunnel vision by using:
  - ✓ Tactical Breathing
  - ✓ Scanning




**RUN → HIDE → FIGHT**



# RUN

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- Early recognition of immediate threat, ie gunshots.
  - Situational Awareness- Knowing your environment and your workspace.
  - Where is the nearest exit and alternate exits (options).
  - Run and escape if safe to do so.
  - Encourage others to follow.
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# RUN

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- Drop all personal items (bags, laptop computers).
- After exiting, keep running until you feel safe.
- Do not stop to help injured.
- Once safe, call 911 and report what you saw and heard.
- Do not return or re-enter the building under any circumstance.
- Do not allow others to enter the building.



# HIDE

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- ▀ Situational Awareness will have prepared you for this incident.
- ▀ If you cannot escape, you must find a safe place to hide.
- ▀ Encourage others to hide in a room with you.
- ▀ You are now the leader because you have prepared for this.
- ▀ Others will be panicked and not thinking clearly.



# HIDE

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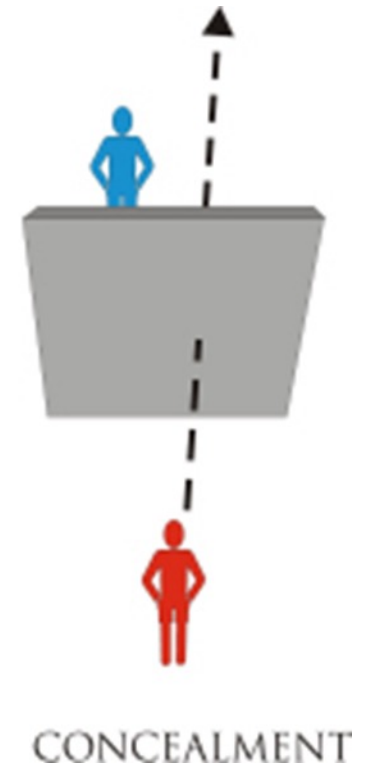
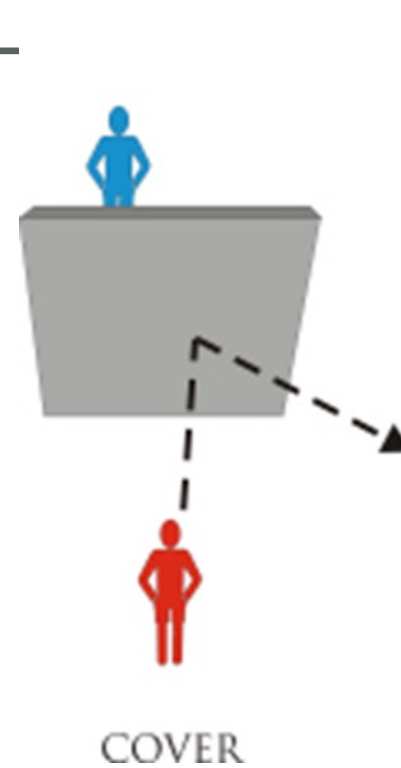
- Know which room is a “safe room”.
- Lock the door if possible.
- Find furniture to reinforce the door (or night lock).
- Cover any windows to prevent visibility from outside.



## HIDE: COVER AND CONCEALMENT

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- Cover protects you from bullets or other lethal threats.
- Concealment hides you from view of the suspect but offers no protection.
- This is a critical concept when you are looking for a place to hide.



# FIGHT

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- When in the safe room, discuss a plan to fight in the eventuality that the active shooter defeats the door.
- A concentrated team effort will be required to overcome the threat
- This is a life or death situation (survivor mentality).
- Gather anything in the room that can be used as an improvised weapon (fire extinguisher, chair, scissors).
- Prepare a plan to simultaneously attack if shooter gains entry.

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# Questions/Discussion

