

Course Acknowledgements:

Trauma Intervention Program - <http://www.tipnw.org/>

Reid Method of Interrogation

Bullet Proof Mind

Emotional Survival for the Emergency Services Provider Tactical Silence

Critical Incident Stress Management (ICISF courses)

And many other fantastic classes, seminars, and much OJT

Book List:

The Leadership Challenge, 4th Edition; James M. Kouzes and Barry Z. Posner

How to Win Friends & Influence People; Dale Carnegie

Getting to Yes: Negotiating Agreement Without Giving In; Roger Fisher, William L. Ury, and Bruce Patton

Mistakes Were Made (But Not by Me): Why We Justify Foolish Beliefs, Bad Decisions, and Hurtful Acts;
Carol Tavis and Elliot Aronson

The Survivor Personality; Al Siebert, PhD

The Unthinkable: Who Survives When Disaster Strikes and Why; Amanda Ripley

The Gift of Fear; Gavin de Becker

Emotional Intelligence: Why It Can Matter More Than IQ; Daniel Goleman

Disciplines, Disasters and Emergency Management: The Convergence and Divergence of Concepts, Issues
and Trends from the Research Literature; David A. McEntire

Holistic Disaster Recovery: Ideas for Building Local Sustainability After a Natural Disaster

Difficult People

Let's face it – while some people are definitely more difficult to deal with than others, people in general take skill to deal with. Why?

Who are all these difficult people? And what makes them difficult?

Getting to Know Yourself, and others...

Physiological

Stress effects on the body/brain – feel in self – see in others

Fear = Fight/Flight = stress response

Vessels

BP

Chemicals – sodium migration/muscle tense

Depression

Disassociation

Extreme temperature

Noise

Scots/Dehydration

Dry mouth

Tunnel vision/loss of peripheral vision/Tunnel Hearing

Heart rate

BREATHE 4x4x4

The body giveth – the body taketh away...

How to prepare? Practice doesn't make perfect...

You DO as you ARE or as you PRACTICE and BELIEVE yourself to be.

Psychological

Consciousness

Training

The Breadth of Human Psychology

- Group Think
- Empathy/Sympathy
- Belief perseverance
- Denial
- Victim disassociation
- Cognitive dissonance

**" You have brains in your head
and feet in your shoes,
you can steer yourself in any
direction you choose! "**
--Dr. Seuss

Knowledge is NOT Power

Types of difficult people 'disaster' ?

What Causes Emotional Trauma?

- Helpful others
- Carnage
- Media
- Elements
- Responders
- Unscrupulous
- Brain drain

**Eliminate from your vocabulary:
“but” and “should” *and “no”**

- Ask the right questions

Catch Earliest Possible Indicators – of TROUBLE

- Pay attention to:
 - Verbal cues
 - Non-Verbal cues

What doesn't work

- Telling the person to calm down
- Shouting back
- Arguing
- Not responding at all

What might work

- Greet respectfully
- Be grounded
- Attend to both physical and emotional needs
 - Remember Abraham Maslow's Hierarchy of Needs:
 - Meet physiological needs for shelter, food, water, clothing.
 - Meet basic needs for safety, security, and medical care.
- Assess and Stabilize
- Use Active listening
- Provide Encouragement. Don't Be a "Black hole" - Open Doors Instead
 - "I see"
 - "Mm Hmm"
 - "Interesting"
 - "Tell me more about..."
- Acknowledge the problem

What might work, continued...

- Paraphrase/reflect feelings
- Possible Empathetic/reflective responses
 - “It sounds like you’re really angry”
 - “I’m sorry to hear that you had this experience. Can you tell me a little more about it so that we can get to the root of the problem and straighten it Get Help”
- Eye contact
- Straight open posture
- Listen Attentively - ABCs
- State what you need/want
- Use “I” language
- Be direct
- Relaxed easy motions - but match energy level

What might work, continued...

- Respond as if the person actually stated needs
 - *Real, Logical, Correct*
- Provide information about what the person can expect from you
- Set limits!!
 - Involve a second party/sub
 - Set Clear Boundaries
 - *“Sir, I want to try and help, but I can not have you talk to me that way”*
 - AVOID Acknowledging feeling threatened.
- Comfort
- Again = consider Subbing

What might work, continued...

- Acknowledge what you hear
- Use Directive statements
 - “I want you to...”
 - “It is extremely important that you...”
- Problem solve to a Win-Win conclusion
- Identify and define the conflict.
- Generate a number of possible solutions.
- Evaluate the alternative solutions.
- Decide on the best solution.
- Implement the solution.
- Follow-up/evaluate the solution.

There are several parts to any experience.

- Where we are at the moment ‘mentally’
- The event
- Our past
- The meaning or interpretation that we assign to the event which determines...
 - Our Feeling/emotion
 - Our Behavioral Response



A Caring Presence - Reach Out

The process of making contact with the victim who is emotionally shaken

Protection - Protect

The skill of protecting the victim from harm from others, and from his/her own dangerous and impulsive behavior

- Redirect
- Detour
- Divert

Information Reassurance

The skill of providing the victim with information about the situation so that he/she understands what is happening and feels more in control

Resources - Organize

The skill of helping the victim develop a simple plan for taking action

- Step back
- Write Down
- Prioritize

Strength/Relief - Reinforce

The process of supporting the victim as he/she searches for and eventually finds a source of strength



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"So you're little Bobbie; well, Rex here has been going on and on about you for the last 50 years."

"Adversity introduces you to yourself,"

John McDonnell, former CEO McDonnell Douglas

"Adversity doesn't build character, it reveals it."

Princeton University basketball coach, Pete Carril