

# Violence in the Workplace

When a violent situation arises, it is important to be prepared both mentally and physically to help defuse the situation. Defusing an aggressive individual is a skill that should be learned and practiced.

- When someone is angry, yelling, and acting in an aggressive manner, your job is to calm them down. Speak to them in a calm, soothing voice. Do not try to match the vocal tone with the person by shouting or yelling.
- Ask the individual open-ended questions.
- Repeat back to the individual what they have been saying. This is a great way to keep the conversation focused on the issues.
- Focus on telling the individual what can be done. The most important part of using positive language is that you focus on what can be done rather than what can't.

[WCF.COM](http://WCF.COM)

# Violence in the Workplace

When a violent situation arises, it is important to be prepared both mentally and physically to help defuse the situation. Defusing an aggressive individual is a skill that should be learned and practiced.

- When someone is angry, yelling, and acting in an aggressive manner, your job is to calm them down. Speak to them in a calm, soothing voice. Do not try to match the vocal tone with the person by shouting or yelling.
- Ask the individual open-ended questions.
- Repeat back to the individual what they have been saying. This is a great way to keep the conversation focused on the issues.
- Focus on telling the individual what can be done. The most important part of using positive language is that you focus on what can be done rather than what can't.

[WCF.COM](http://WCF.COM)

# Violence in the Workplace

When a violent situation arises, it is important to be prepared both mentally and physically to help defuse the situation. Defusing an aggressive individual is a skill that should be learned and practiced.

- When someone is angry, yelling, and acting in an aggressive manner, your job is to calm them down. Speak to them in a calm, soothing voice. Do not try to match the vocal tone with the person by shouting or yelling.
- Ask the individual open-ended questions.
- Repeat back to the individual what they have been saying. This is a great way to keep the conversation focused on the issues.
- Focus on telling the individual what can be done. The most important part of using positive language is that you focus on what can be done rather than what can't.

[WCF.COM](http://WCF.COM)