

A large, faint watermark of the Fresno State Police Department badge is centered in the background. The badge is a five-pointed star with a central seal and the words "FRESNO STATE POLICE" around it.

# Diffusing Conflict With Conversation

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# Hot Button

- Think of a situation where you were angry
  - What happened?
  - How did you calm down?

# Understanding Anger

- Anger precludes rationality
- Anger must be acknowledged
- Approach to problem solving that emphasizes anger diffusion
- Ventilation is crucial

# Why Are They Angry

- Displeasure with a policy
- Pinball effect
  - Misinformation
- Loss of money
  - Fines imposed
  - Another semester paying tuition

# Validate Their Feelings

- Do not argue with an angry person
- Do not interrupt them
- Try one of these phrases:
  - I understand that you are angry
  - I see what you are saying
  - I hear your frustration
  - I'm sorry you've had such an unpleasant experience

# Stay Calm

- You can't take words back
- Don't express your feelings
- Do not take what they are saying as personal
- If it feels good...don't say it!

# Take Control

- Is there anything else I can do for you?
- Ask close ended questions

# What is the goal?

- Don't let them leave angry
- Use professional language
- Provide resources or direction to reach their goal
- If you have to send them to another office on campus follow up with that office



# Find a Solution

- You must be knowledgeable about the policies and procedures of your department
- Be consistent with the information you are giving
- If you don't know the answer find it for them
- Offer to follow up and provide your contact information

# If The Situation Escalates, The Individual Becomes Disruptive Or Threatens You Call The Police Department

- Call immediately
- Articulate suspicious behavior and conversation (sweating, clothing not appropriate for weather, darting eyes, twitching)
- Provide a good description of the suspect & direction of travel
- Avoid 3<sup>rd</sup> party reports

# Remember 1 – 2 – 3

1. Kindly but firmly let the person know that the behavior is inappropriate and ask them to stop.
  - "Please do not use foul language while we're discussing this."
  - "Please take a seat in that chair while we talk."
  - "I don't discuss my family with students so I would appreciate you not asking about it."

# Remember 1 – 2 – 3

2. If they do not stop the behavior or become escalated, ask them to leave.

- "Our meeting is finished for today, but you may call or email me later if needed."
- "I'm going to have to ask you to leave now."

# Remember 1 – 2 – 3

3. If you ask someone to leave and he or she does not leave, CALL THE POLICE.

# Team Approach

- Identify a person who can keep the individual calm and distracted in conversation while awaiting help.
  - Personal Space & Body Language
- Identify a person to call the police

# How To Call for Help

- Have a plan for calling for help
- Response Time
- Code Word
- Supervisor
- Police Department
  - 559.278.8400 or 8-8400
  - 911
  - TipNow 559.664.3204

# Confrontation with a camera

- Can someone video tape you?
- What do you say?



# Behavioral Intervention Team

<http://www.fresnostate.edu/bit>

The screenshot shows the website for the Behavioral Intervention Team (BIT) at Fresno State. The header includes the Fresno State logo and the motto "Discovery, Diversity, Distinction". The main title is "Behavioral Intervention Team (BIT)" with the subtitle "STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT". A navigation menu on the left lists: HOME, ABOUT BIT, REFERRAL FORM, TARP, SART, CARE, PRESENTATIONS AND TRAININGS, RED FOLDER, and CONTACT US. The main content area features a breadcrumb trail "Student Affairs > Behavioral Intervention Team >". The title "Behavioral Intervention Team" is followed by a referral notice: "If you are a concerned staff member, family member or fellow student, please [click here](#) to make a referral. In the case of an emergency please call 911." Below this is a paragraph explaining the team's mission: "Fresno State is concerned about the health and safety of our students, faculty and staff. We are committed to providing an environment where individuals are free to learn, teach, and work uninhibited by threats of intimidation or harm. To this end, the University has enhanced the Behavioral Intervention Team (BIT). BIT is responsible for assessing reports of troubling behavior on the part of students, faculty, or staff, and implementing interventions that are in the best interest of the university and the individual. By collaborating as a team, we strive to effectively balance the rights of individuals with the security of groups." A second paragraph describes the team's composition: "BIT is comprised of three sub-groups/teams of members from across the university whose purpose is to support students, faculty, and staff who may have a concern about another member of the Fresno State community. BIT consists of three response teams: Campus Assessment, Response, & Evaluation (CARE) team focusing on students in distress or of concern, Sexual Assault and Relationship Violence Response Team (SART) focusing on sexual assault and relationship violence, and the Threat Assessment & Risk Prediction (TARP) team focusing on issues related to faculty or staff and/or campus threat. The BIT teams will serve as a resource to faculty, staff, administration, and students providing assistance with intervention plans, resources, training and education." At the bottom, a diagram shows the BIT structure: a central box labeled "BEHAVIORAL INTERVENTION TEAM (BIT)" is connected to three boxes below it: "CAMPUS ASSESSMENT, RESPONSE, & EVALUATION (CARE)", "SEXUAL ASSAULT AND RELATIONSHIP VIOLENCE RESPONSE TEAM (SART)", and "THREAT ASSESSMENT & RISK PREDICTION (TARP)".

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# Reporting Form

### Background Information

Your full name:

Your position/title:

Your phone number:

Your email address:

\* Nature of this report:

\* Date of incident:  must be formatted **YYYY-MM-DD** [?](#)

\* Location of incident:  Please select a location ...

Specific location:  (i.e., Room Number, Office address)

### Person(s) being referred:

Please list the individuals for which you are submitting your concern, including as many of the listed fields as you are able to provide.

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

[Add another person](#)

### Information Regarding Concern

\* Please describe the nature of your concern and/or incident and provide as much detail as possible

[Check Spelling & Preview](#)

\* I am concerned about the following behaviors (Check all that apply):

<input type="checkbox"/> Housing displacement	<input type="checkbox"/> Mental Health Concern	<input type="checkbox"/> Recent traumatic event
<input type="checkbox"/> Food Insecure	<input type="checkbox"/> Disturbing Written Material/Class Discussion	<input type="checkbox"/> Other
<input type="checkbox"/> Unusual Behavior	<input type="checkbox"/> Drug(s) or Alcohol Use	