

## INTERPRETING CRISIS BEHAVIOURS

<p><b>FEAR</b> An irrational need to escape, defend against or eliminate a perceived threat</p>	<p><b>FRUSTRATION</b> An irrational need to express frustration in a physically destructive manner</p>	<p><b>MANIPULATION</b> An impulsive attempt to obtain something in exchange for not losing emotional control or doing something dangerous</p>	<p><b>INTIMIDATION</b> A calculated attempt to obtain something in exchange for physical safety or freedom from threat</p>
<b>SIGNS</b>	<b>SIGNS</b>	<b>SIGNS</b>	<b>SIGNS</b>
<p><u>POSTURE</u> Tense Prepared to defend, hide, run away</p>	<p><u>POSTURE</u> Tense Prepared to attack</p>	<p><u>POSTURE</u> No clear signs</p>	<p><u>POSTURE</u> Threatening</p>
<p><u>SKIN</u> Pale Ashen</p>	<p><u>SKIN</u> Red, purple</p>	<p><u>SKIN</u> No clear signs</p>	<p><u>SKIN</u> No clear signs</p>
<p><u>FACIAL EXPRESSION</u> Wide eyed Fearful</p>	<p><u>FACIAL EXPRESSION</u> Expressing a destructive urge</p>	<p><u>FACIAL EXPRESSION</u> Neutral Unremarkable</p>	<p><u>FACIAL EXPRESSION</u> Neutral Unremarkable</p>
<p><u>AUDITORY SIGNALS</u> Whining voice Pleading voice</p>	<p><u>AUDITORY SIGNALS</u> Menacing, aggressive voice</p>	<p><u>AUDITORY SIGNALS</u> Whining voice Words and voice of a pitiable victim Confusing demands A series of marginally related accusations, comparisons, trivia, in increasingly more aggressive tones Threats and actions against property If all else fails, loss of control may occur with associated assault</p>	<p><u>AUDITORY SIGNALS</u> Menacing, threatening voice Clear, strongly worded demands A believable threat of physical injury with a reminder it can be avoided by complying Refusal to comply or delay in complying results in threat and then attempt to injure via assault</p>
<p><u>BREATHING</u> Rapid Shallow Irregular</p>	<p><u>BREATHING</u> Loud Deep Long</p>	<p><u>BREATHING</u> Nothing remarkable</p>	<p><u>BREATHING</u> Nothing remarkable</p>
<p><u>HISTORY</u> Withdrawal and victimisation punctuated by assaultive outbursts</p>	<p><u>HISTORY</u> Low frustration tolerance with impulsive assault</p>	<p><u>HISTORY</u> Loss of control and physical attack when deprived of demands</p>	<p><u>HISTORY</u> Bullying Extortion Assault</p>



## MANAGING CRISIS BEHAVIOURS TO ACHIEVE SUPPORT AND RESOLUTION



<b>MANAGEMENT</b>	<b>MANAGEMENT</b>	<b>MANAGEMENT</b>	<b>MANAGEMENT</b>
<b>Use threat reduction</b>	<b>Use control</b>	<b>Use detachment</b>	<b>Use consequence</b>
<u>POSTURE</u> Open Relaxed Hands in full view	<u>POSTURE</u> Commanding Imposing	<u>POSTURE</u> Closed Relaxed	<u>POSTURE</u> Poised Ready Not defensive
<u>GESTURES</u> Slow Palms up	<u>GESTURES</u> Forceful Commanding Palms out or down	<u>GESTURES</u> Idiosyncratic Gestures of disapproval and mild irritation	<u>GESTURES</u> Few
<u>POSITION</u> About 2 to 3 metres to the side At or below eye level	<u>POSITION</u> Directly in front Just out of striking range	<u>POSITION</u> 1.5 metres distant Turn slightly away	<u>POSITION</u> That of greater relative defensive advantage
<u>EYE CONTACT</u> Use freely if sought Do not force eye contact Remove eye contact is not sought	<u>EYE CONTACT</u> Direct Use facial expressions to indicate a final command is being given	<u>EYE CONTACT</u> Avoid	<u>EYE CONTACT</u> Sparing
<u>PHYSICAL CONTACT</u> Light Slow Use to show reassurance	<u>PHYSICAL CONTACT</u> Firm Forceful Controlled Not vindictive	<u>PHYSICAL CONTACT</u> Handle person by clothing Avoid contact with flesh	<u>PHYSICAL CONTACT</u> Quick Smooth Matter-of-fact
<u>VOICE</u> Firm Reassuring Confident	<u>VOICE</u> Quiet Forceful Commanding Low enough so that person has to strain to hear	<u>VOICE</u> Detached Mechanical Slightly bored	<u>VOICE</u> Matter-of-fact Monotone Emotionless
<u>SPEECH</u> Logical Encourage calm reflection Promise to help if possible	<u>SPEECH</u> Repetitive Confident Commands without threat	<u>SPEECH</u> Quiet Repetitive commands	<u>SPEECH</u> Clear, direct statements of consequences Repeat as often as necessary