



Church Safety Team
Protecting the Sheep

3: The Safety Team Member's Response
Disruptive Person & De-escalation Part 2
Prepared by Bob Soule




WARNING: This presentation examines the topic of church attacks and preparedness. Graphic Violence from actual incidents is depicted and discussed for informational and educational purposes in some of these presentations. Children should not view this presentation except when allowed by their parent and/or guardian.



Church Safety Team
Protecting the Sheep
Disruptive Person & De-escalation

In this presentation you will learn about:


- Protestors and Demonstrators.
- Maintaining Personal Control.
- When You Need to Escalate Commands.
- When Faced With a Failure to Comply.
- Options for Difficult Situations.



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Church Protesters and Demonstrators Recruitment Video.



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Protesters and Demonstrators
How to address another type of disruption needs to be discussed. These are your Protesters and Demonstrators. Because of holding to the Biblical Scriptures, our church family can be targeted by those who disagree with the Biblical stance.

In the best situation, the protesters will announce in advance their intention to stage a protest outside your church.

Protesters need to be handled in a slightly different way than other disruptive persons.


- Navigating through a Protest or Demonstration.
 - Respect their rights.
 - ✓ Protesters can chant, yell, sing or march **peacefully** and they remain on the sidewalk.
 - ✓ The demonstrators are not allowed to throw things, block traffic, or come onto church property.
 - ✓ As long as they remain peaceful and do not trespass onto church property, they are acting within those free speech guarantees.


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Protesters and Demonstrators


- Navigating through a Protest or Demonstration Continued.
 - Do not engage or talk to them.
 - ✓ Some protesters are looking for a confrontation and if one occurs, it will be videotaped and used to their advantage.
 - ✓ By not providing a reaction the protesters are looking for is the best plan to follow.
 - ✓ Refuse to talk to them and refuse to notice them.
 - ✓ Don't respond to any provocations.
 - ✓ Don't try to bless them or pray for them or show them kindness. Simply ignore them.
 - ✓ Church members should be instructed to follow these points.


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Protesters and Demonstrators

- Navigating through a Protest or Demonstration Continued.
 - Protect the members and the building.
 - ✓ Focus on protection of members.
 - ✓ Setup safety patrols which can escort members to and from their cars.
 - ✓ Keep protective eye gear on the property.
 - ❖ Some agitators carry defensive pepper spray, and throw objects, liquids.
 - ❖ Monitor member's vehicles while they are parked on the church premises.
 - ❖ Monitor the church's assets to deter vandalism.
 - ✓ Watch for any escalating behavior.
 - ❖ Watch for signs of potential violence or the crowd getting out of hand.
 - Alert police (which should already have been done upon the beginning of the demonstration).
 - Keep members inside and institute a lockdown of the building/s.
 - ✓ Let the police handle any problems.
 - ❖ Safety team members should not try to remove protesters.
 - Let the police do their job.
 - ❖ Team members should only act when church members are under an immediate threat of physical harm.



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Maintaining Personal Control
Key Point: Verbal De-Escalation only works if the person using it is able to keep themselves under control.

- The Rationale of Verbal De-Escalation
 - When using De-escalation techniques, less is more. Adopt an attitude of humility or meekness.
 - ✓ Be less authoritative.
 - ✓ Be less confrontational.
 - ✓ Be less controlling.
 - The more you stop trying to control the situation, the more effective you will be.
 - When faced with a threat that requires the use of De-escalation techniques:
 - ✓ Always pray for the words and the wisdom to negotiate the right path for a solution to the circumstances you are facing.
 - ✓ Purposely let go of any desire to be overly aggressive or confrontational.
 - ✓ Let God control your thoughts and action.


"He leads the humble in justice, and He teaches the humble His way." – Psalm 25:9 (NASB)


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Maintaining Personal Control Continued


- The Rationale of Verbal De-Escalation Continued.
 - Be Aware of your Hot Buttons.
 - Persons in crisis may try to taunt you.
 - ✓ The best way to calm a person is to stay calm yourself.
 - Resist the temptation to demand the person give you respect.
 - Focus on trying to empathize with what the person is thinking or feeling.
 - Your goal is to get the person to willingly comply and get them to comply by:
 - ✓ Taking the time to listen;
 - ✓ Taking the time to understand.


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Maintaining Personal Control Continued

- The Rationale of Verbal De-Escalation Continued.
 - Issuing Verbal Commands.
 - ✓ Verbal Commands Basics.
 - ❖ Evaluate the situation.
 - ❖ Determine the threat level.
 - ❖ Call for backup or alert others of the situation.
 - ☐ Whether a lockdown, evacuation or hide in place is warranted.
 - ❖ Determine the best approach for handling this person.
 - ✓ Make commands short, simple, and easy to follow.
 - ❖ Two to three words in length.
 - ☐ Stop right there. Stop talking. Turn around.
 - ❖ Designate only one person to issue commands.
 - ❖ Use your voice appropriately.
 - ☐ Tone of voice allows you to sound informal, stern or harsh.
 - ☐ Volume, the louder your voice, the sterner and more forceful your command sounds.


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Maintaining Personal Control Continued

- The Rationale of Verbal De-Escalation Continued.
 - ❖ Use your voice appropriately Continued.
 - ❑ Avoid screaming or screeching.
 - ❑ Commands will be harder to understand and will be less likely to obey.
 - It conveys fear.
 - Being out of control.
 - Could make the person fear that you are a threat.

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Maintaining Personal Control Continued
Verbal De-Escalation only works if the person using it is able to keep themselves under control.



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When You Need to Escalate Commands?

The intensity and tone of your commands should match the threat presented, or imminence of attack.

There may be an incident you are confronted with in which you must act without commands to the person. Can you name a situation that might require action over talk?

MAKE YOUR COMMANDS FIT THE SITUATION




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When to Escalate Commands Continued


- Escalate Non-verbal Communications.
 - Tone of voice and volume.
 - ✓ Dependent on the level of threat, behavior and/or actions; your commands should raise to the level needed to get the attention and/or to stop the person's actions.
 - ✓ If you can keep the level that is non-confrontational, that is the better approach, but not always the best.
 - ❖ You need to evaluate the totality of the circumstances.
 - Body language and gestures.
 - ✓ Your body language should appear more forceful as your commands increase in intensity.
 - Facial expression.
 - ✓ At a low level of threat, your face will appear more relaxed.
 - ✓ As your voice increases in tone and volume your facial expression will become more intense.


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When Faced With a Failure to Comply


- A non-confrontational requested two or three times requires you to evaluate your observations. Non-compliance could be a threat or can be explained by some other reason.
 - Try a different approach.
 - ✓ Issue a command three times.
 - ✓ Try another approach.
 - ✓ Try a different command, or the intensity of the command.
 - ✓ Try to determine the reason for non-compliance.
 - ❖ Observe the person's body language and demeanor.
 - ❖ Notify other team members.
 - ❖ Try to continue to talk with them.
 - ❖ Ask open ended questions.
 - ❖ Be aware of their hands.
 - ✓ Use thoughtfulness and good judgement.
 - ❖ Some person will challenge you about the command.
 - ❖ If they are clearly not a threat upon contact, de-escalate, apologize and explain the misunderstanding.
 - ❖ Again, have the person move to an office or area without distractions or other people.


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When Faced With a Failure to Comply Continued


- ✓ Maintain your personal control.
 - ❖ Don't lose your temper or allow your emotions to take over.
 - ☐ You become less effective.
 - ❖ Rely on wisdom, patience, and good judgement to help find a solution the does not escalate.


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Options for Difficult Situations


- Use stronger verbal commands to warn uninvolved members.
 - Such as a disruptive person, who has displayed a knife, giving the command "Drop the knife!" will alert those nearby of the situation.
- Use stronger verbal commands if force becomes necessary.
 - This command provides evidence that the assailant was given a chance to stop their actions, by those uninvolved persons hearing the commands.
- Avoid using force if possible.
 - Use of force should be a last resort used to protect yourself and/or others from immediate bodily harm.
 - ✓ The possibility of you being injured is NOT zero.
 - ✓ If you can contain and isolate the person from members and allow police to handle the person, is the best option.
 - Use good judgement.
 - ✓ Protect the members is number 1!
 - ✓ Allow police to handle the person whenever possible.


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Questions?

Should you have any questions, you may contact me at:

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Bob Soule


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The next Training Series Presentation is:

4: Medical Response in the Church




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