

Tips for Inspectors for Avoiding Hostile Situations

| | |
|--|---|
| <p>You always have a choice to leave:</p> <p>The best and safest approach in all threatening circumstances is to leave the property immediately and call 911, your supervisor, and your local FBI Field Office. Remember to follow any additional safety protocols from inspection manuals and SOPs.</p> | |
| <p style="text-align: center;">Steps to take</p> <ul style="list-style-type: none"> • <u>Control your Emotions:</u> Remain calm and professional at all times. • <u>Leave the Premises:</u> Immediately leave the property if you feel threatened. • <u>Consider Notifying Authorities:</u> Call the local police and your regional counsel headquarters if deemed necessary. | <p style="text-align: center;">General tips for verbal de-escalation</p> <ul style="list-style-type: none"> • <u>Be Present:</u> Listen and watch for non-verbal clues or threats. • <u>Remain Calm and Positive:</u> Your behavior and reactions are key to neutralizing an angered individual. • <u>Seek Assistance:</u> Do not hesitate to ask for help. • <u>Give Choices, not Ultimatums:</u> |
| <p style="text-align: center;">Watch your tone of voice</p> <ul style="list-style-type: none"> • <u>Volume:</u> Speak at your normal volume. A raised or lowered voice could be mistaken for anger or excitement. • <u>Rate of Speech:</u> A slow and controlled voice portrays confidence and calmness. • <u>Respectful:</u> Always be polite and respectful when addressing the other person. | <p style="text-align: center;">Important listening skills</p> <ul style="list-style-type: none"> • <u>Attending:</u> Give your full attention to another person. • <u>Following:</u> Ensure you are engaged by using eye contact. Use physical cues (such as nodding, saying okay, and minor questioning). • <u>Reflecting:</u> Paraphrase what the other had said before to ensure communication is a priority. |
| <p style="text-align: center;">Communication to avoid</p> <ul style="list-style-type: none"> • Arguing • Criticizing • Demanding • Threatening • Belittling • Name-calling • Engaging in power struggles | <p style="text-align: center;">Be aware of your body language</p> <ul style="list-style-type: none"> • <u>Gestures:</u> Be aware of pointing, shrugging, or any quick action that may seem aggressive. • <u>Personal Space:</u> Avoid any intrusion of personal space (1.5 to 3 feet) at all times. • <u>Posture:</u> Stand at an angle or off to the side of the other person (never be face to face with an angry individual if possible). |
| <p style="text-align: center;">The Stages of Anger is helpful in determining the state of an individual</p> <ul style="list-style-type: none"> • <u>Calm:</u> Person is calm and cooperative. • <u>Trigger:</u> Person experiences conflict. • <u>Agitation:</u> Person becomes visibly upset. • <u>Acceleration:</u> Anger steadily increases. • <u>Peak:</u> Person reaches severe behavior. • <u>De-escalation & Recovery:</u> Person is calmed and willing to compromise. | <p style="text-align: center;">The S.C.A.R.F Model is helpful in knowing how to negotiate effectively</p> <ul style="list-style-type: none"> • <u>Status:</u> Respect their position and rank. • <u>Certainty:</u> Ensure a sense of security. • <u>Autonomy:</u> Provide them with a variety of choices to let them decide the action. • <u>Relatedness:</u> Build beneficial relationships with the other side. • <u>Fairness:</u> Always maintain an equal and fair environment. |

Note: US Code Title 18 makes it a crime to threaten a Federal employee, when such threat is done with intent to impede, intimidate, or interfere with such Federal employee while engaged in the performance of official duties, or with intent to retaliate against such Federal employee.