Disruptive Individuals

1. Who is a disruptive individual?
   - An individual who makes threats of physical harm to you, others, or themselves.
   - An individual who has a weapon. Refer to armed subjects protocol.
   - An individual who behaves in a bizarre manner or exhibits unstable behavior patterns.
   - An individual who appears to be intoxicated or under the influence of a controlled substance.

2. What action should I take?
   - Contact UPD at 468-2608.
   - Give your name and campus location with a brief explanation of the situation.
   - Take note of the individual's age, personal appearance, clothing, vehicle, or any other information that would help identify the individual.

3. Express your authority with non-verbal cues.
   - Sit or stand erect.
   - Square your shoulders.
   - Smile and make eye contact.
   - Speak clearly and distinctly.
   - Maintain a constant voice volume—not too loud.

4. Cues to avoid.
   - Do not touch your face.
   - Observe the individual's personal space—do not stand too close.
   - Do not touch the person.
   - Do not slouch, glare, or sigh at the individual.

5. Anger Management Tactics.
   - Get their attention: Use their name. Ask them to sit down.
   - Acknowledge their feelings: Paraphrase what they say so they will know you are listening.
   - Get them moving: Offer a chair, move them to a private area if possible.
   - Offer assistance: Use the word “we” to include them in the solution process.
   - Tell them exactly what you can do for them and when.
   - Offer an alternative if appropriate.
   - Advise co-workers of the potential problem if possible.
   - Call for aid immediately if you sense the situation is getting out of hand.