

Common Knowledge Flowsheet - Fear

Common Motive		Signs of Impending Aggression			Goal	
		Visual	Auditory	History		
Fear					Threat Reduction	
Individuals will react, possibly by displaying aggressive behaviours when they feel they are being assaulted or when they think that someone is going to take something away from them that is a basic need, necessary for their well-being.		posture - tense, prepared to defend, hide or run away skin color - pale or ashen (depends on natural skin tone) facial - wide-eyed or fearful	voice quality - whining, pleading breathing - rapid, shallow, irregular	get to know the individual's history, as fear could be considered a threat to their physical, emotional, or psychological well-being	Reducing the threat will also reduce the probability that the common assault will escalate.	
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
relaxed and open, hands in full view	slow, palms-up and to the side	slightly off to the side, and far enough away (2.4 – 3m, if possible) to make it clear that you are not a threat.	firm, reassuring, confident	logical, encouraging calm reflection; if promising, ensure the promise is achievable.	if the individual seeks eye contact, should be given freely; if the individual tries to avoid eye contact it should not be forced on them. There are many cultures that discourage or limit communication through eye contact.	touch should not be given without permission and should be light with slow movements.

Common Knowledge Flowsheet - Frustration

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Frustration				Control		
Individuals may become aggressive and injure themselves or others, sometimes damaging property, as an expression of frustration.	posture – tense and escalated skin color - tones of purple or red; splotches (may depend upon natural skin tone) facial – tense, focused, and angry	voice quality - menacing, aggressive, loud breathing - loud, deep, long breaths	whether or not the individual's behaviour typically escalates quickly. Determine the source of the frustration	Communication that demonstrates self-control contributes to the decrease of frustration and encourages restoration of the individual's self-control.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
self-confident, leading, in control	firm, directing, palms out and gesturing down	using our stance, be directly in front of the individual, and just outside of their striking range	quiet, firm, strong tones low enough to make the individual strain to hear	repetitive, confident directives without threat	direct and accompanied by facial expressions that indicate firm directives are being given	if physical contact is required, it should be made firmly but without excessive movement

Common Knowledge Flowsheet - Manipulation

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Manipulation				Detachment		
Individuals can become impulsive and explosive in an effort to manipulate others into giving them something. (i.e. emotional control, physical objects)	difficult to interpret at any particular moment	definite change - confusing demands, whining voice, words of pitiable victim; may be overly friendly or pleasant; accusations, comparisons and trivia in more aggressive tones; will change tactics to get what they want; threats and may attempt violence	-losing control -if there is a history of manipulation, there is a strong chance the manipulating behaviour will continue.	Communication that indicates refusal to become involved in manipulation will decrease the likelihood of manipulation.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
closed relaxed	gestures of disapproval or mild irritation, non-engaging, detached from the situation (i.e., show no emotion), closed posture (i.e., cross your arms)	close enough to physically intervene, but far enough away to show non-involvement (1.2 – 1.5m)	detached, mechanical, slightly bored	quiet, repetitive,	avoid eye contact to show non-involvement.	if physical contact becomes necessary, it should be handled as quickly and unemotionally as possible. Try to make contact with clothing only, as contact with flesh may portray involvement.

Common Knowledge Flowsheet - Intimidation

Common Motive	Signs of Impending Aggression			Goal		
	Visual	Auditory	History			
Intimidation				Consequences		
The individual may threaten or instil fear to intimidate others to get what they want. (i.e. physical or emotional threat)	-neutral or unremarkable, with the exception of threatening posture. -physical menacing/crowding (standing very close to or over the person being intimidated) as a way to threaten danger.	-menacing, threatening words -definite pattern - clear and strong demand, believable threat -finally, refusal to comply followed by an attempt to injure through violence	-bullying and having demands met by using intimidating tactics -extortion -other criminal	Clear communication of the consequences to reduce the probability that an intimidating individual will escalate to have their demands met.		
Approach Techniques						
Posture	Gesture	Position	Voice Quality	Speech Content	Eye Contact	Physical
poised and ready to move or react quickly (standing)	few and far between, to avoid the impression of momentary un-readiness or weakness	position yourself at a defensive advantage, such as standing with your back to an exit, having a chair, table or desk between you and the intimidating individual	matter of fact; monotone; emotionless; Maintain self-control	clear and direct statements of consequences, repeated as often as necessary. Avoid threats and unrealistic consequences	should be used sparingly, to emphasize a statement	if physical contact is necessary, it should be completed as quickly, smoothly, and as matter-of-factly as possible