

Emotional & Physical Violence: Understand • Manage • Prevent



Vistelar Group is a global speaking and training organization focused on addressing the spectrum of human conflict – from interpersonal discord, verbal abuse and bullying – to crisis communications, assault and physical violence.

Our clients include public safety agencies, schools, social services, hospitals, businesses, and government agencies – as well as individuals wanting to enhance their emotional and physical safety, interpersonal skills and self-confidence.

Vistelar Group’s subject matter experts have been actively involved with the prevention and management of violence for over three decades – both in their jobs – and as professional instructors to a wide range of audiences.

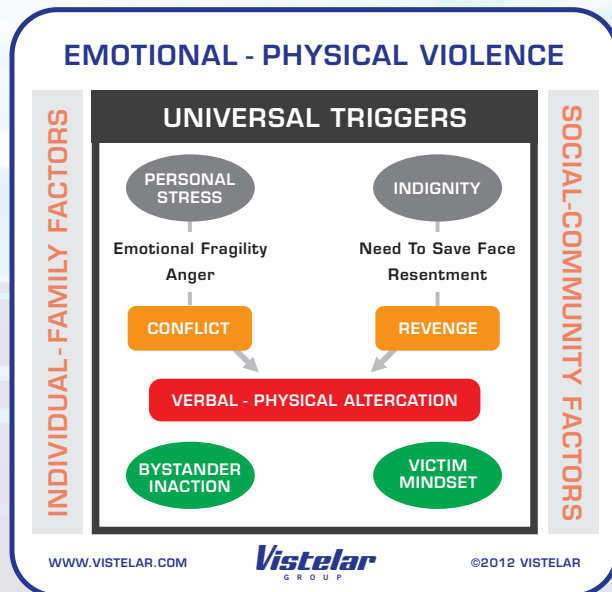
Drawing on this collective experience as well as academic research, Vistelar Group has developed a **framework for understanding the cause of violence and a comprehensive, structured methodology for preventing and managing it** – which are represented in a series of graphics.

This first graphic outlines the causes of emotional and physical violence.

The bars on the left and right reference the risk and protective factors described by the Center For Disease Control (<http://1.usa.gov/k9XiM>).

Then, in the center, the four universal triggers of violence are listed:

1. **Personal Stress** (such as relationship difficulties, financial problems, work demands, physical threats, job insecurity), which heightens the risk of conflict.
2. **Indignity** (treating others badly with insults, put-downs and humiliation), which can provoke retaliation.
3. **Bystander Inaction** (by peers or persons of authority), which leaves victims of violence to fend for themselves.
4. **Victim Mindset** (perceived as less-than by others), which can result in vulnerability to becoming the target of violence by bullies.



Addressing the four universal triggers of emotional and physical violence



Emerging from Vistelar Group's framework for understanding the cause of emotional and physical violence is a comprehensive, structured methodology for preventing and managing it – which consists of five components:

- **Communicating Under Pressure** – to address the violence trigger of personal stress.
- **CURE for Indignity** – to address the violence trigger of insults, put-downs and humiliation.
- **Bystander Mobilization** – to address the violence trigger of bystander inaction.
- **Personal Power** – to address the violence trigger of having a victim mindset.
- **Personal Defense Options** – to deal with situations of impending violence when words alone fail.

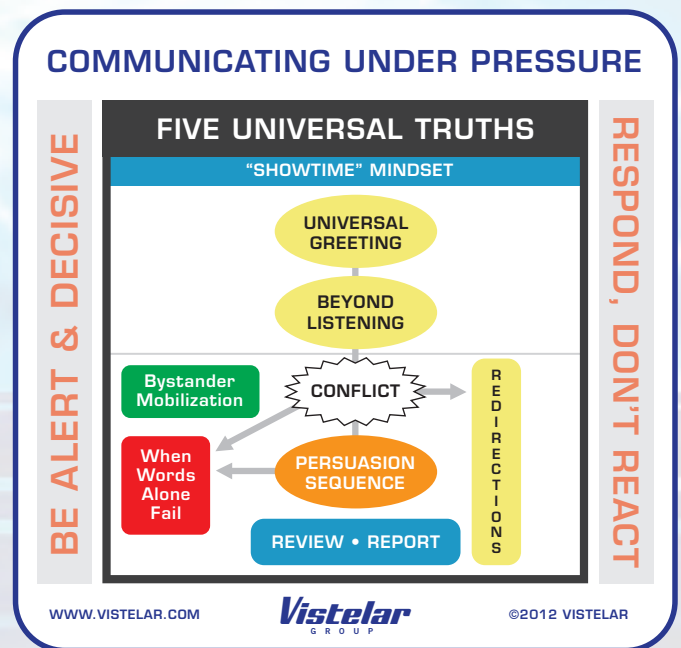
These five components are represented in the graphs below.

Communicating Under Pressure

The bars on the left and right of this graphic reference the starting point for all interactions in which there is a risk of conflict. It's essential to be alert and quick to decide a course of action, if things go bad. And, with whatever happens, a thoughtful response is necessary – ideally one that is pre-planned and practiced – rather than an impulsive reaction.

The methods in the top half of the graph prevent conflict (non-escalatory) and those in the bottom half address conflict once it occurs (de-escalatory).

- **Five Universal Truths** and **"Showtime" Mindset**, represent a philosophy about interacting with others that is critical to minimizing the potential for conflict.
- **Universal Greeting** is a multi-step sequence for preventing conflict during an initial contact.
- **Beyond Listening** is an easy-to-remember process for gaining a deep understanding of another's viewpoint or sharing your viewpoint in a non-escalatory way.
- **Redirections** are simple tactics for closing down verbal abuse.
- **Persuasion Sequence** is a five-step communication process for gaining compliance, cooperation and collaboration when conflict occurs.



CURE FOR INDIGNITY

TREAT PEOPLE RIGHT

"PRESERVE THEIR DIGNITY" MINDSET

COMMUNITY

UNDERSTANDING

Treat yourself and others with dignity
 Ask - don't tell - other to do something
 Explain why you are asking
 Offer options, not threats
 Give a second chance

RESPECT

EMPATHY

BASIC HUMAN RIGHT

RIGHT TO RESPECT

WWW.VISTELAR.COM

Vistelar
GROUP

©2012 VISTELAR

CURE For Indignity

Dignity is a basic human right to be shown respect to which all people are entitled. When it's violated, strong emotions arise, often with negative outcomes. If people just treated each other right, much violence could be prevented.

This graphic outlines the critical elements for treating people right based on having a "Preserve Their Dignity" Mindset.

The CURE acronym is explained and five principles for treating people right are listed. These principles apply to all interactions, regardless of differences in culture, gender, religion or age.



Bystander Mobilization

Bystanders can play a critical role in preventing and de-escalating violence – if they are motivated to get involved.

This graphic describes the components of Vistelar Group's training program to mobilize bystanders to adopt a "Protector" mindset and stand up for others.

Bystanders need to be taught how to take and give perspective and do an assessment if there is a need to act and if it is safe to act. Then, they need to learn the steps for protecting others from violence and their two options for intervention (which are detailed in the respective graphics).

BYSTANDER MOBILIZATION

CONCERN FOR SAFETY / LIFE

"PROTECTOR" MINDSET

NOTICE

ASSUME RESPONSIBILITY

MONITOR SITUATION

CONFIRM PRESENCE

INTERVENE

ANNOUNCE PRESENCE

RECORD (TECHNOLOGY)

PHYSICAL CONTACT

COMMUNICATING UNDER PRESSURE

PERSONAL DEFENSE OPTIONS

NEED TO ACT?

SAFE TO INTERVENE?

WWW.VISTELAR.COM

Vistelar
GROUP

©2012 VISTELAR

PERSONAL POWER

SHOWTIME!

"MILLION DOLLAR JOB" MINDSET

YOU ARE:

WHAT YOU LOOK LIKE
 WHAT YOU SOUND LIKE
 HOW YOU RESPOND

"I" STATEMENTS

ANGER GUARD

WORD BLOCKS

COMMUNICATING UNDER PRESSURE

NOT MEEK OR TIMID

NOT AGGRESSIVE

WWW.VISTELAR.COM

Vistelar
GROUP

©2012 VISTELAR

Personal Power

People who are perceived as less-than by others are more vulnerable to becoming the target of violence by bullies.

This graphic outlines the components of Vistelar Group's training program to develop personal power – a healthy level of assertiveness – and become "bully proof."

Key principles and specific tactics are listed for accomplishing this, which include the elements of Communicating Under Pressure on the previous page.

COLOR CODE:

YELLOW - relaxed but alert
 ORANGE - alert and decisive
 RED - when words alone fail

How to deal with situations when words alone fail

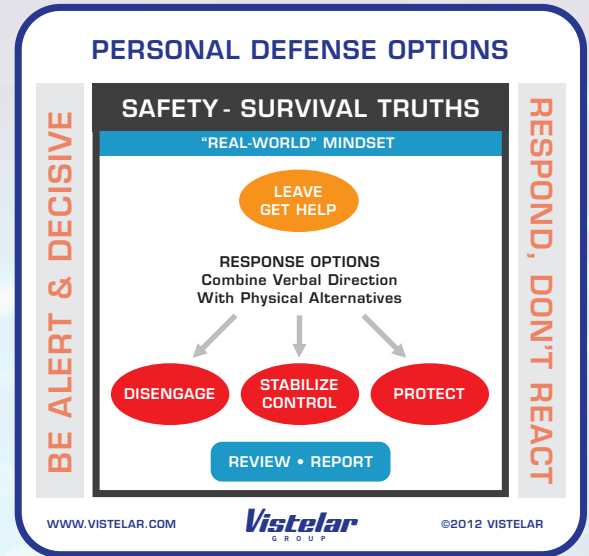


Personal Defense Options

The first four components of Vistelar Group's structured methodology for preventing and managing emotional and physical violence have proven effectiveness.

However, there are situations where they don't always work – which is represented by "When Words Alone Fail" in two of the other graphics.

In these situations, taking action is required. This graphic outlines the components of Vistelar Group's training program on how to maximize personal safety and defend one's self, if attacked.



Vistelar Group is a global speaking and training organization focused on addressing the spectrum of human conflict – from interpersonal discord, verbal abuse and bullying – to crisis communications, assault and physical violence.

This brochure describes Vistelar Group's **framework for understanding the cause of violence and its comprehensive, structured methodology for preventing and managing it** – which are the foundation of all Vistelar Group's training programs.

Please contact us to learn more about our training programs on how to talk and act effectively in the midst of stress:

Visit: www.Vistelar.com

Call: 877-690-8230

Email: info@vistelar.com



10532 N. Port Washington Rd.
 Mequon, WI 53092
 Phone: 877-690-8230
 Fax: 866-406-2374