



Controlling the Confrontation

10 Practical Steps to Safe Terminations



Who you are...

- Responsible for the single most important thing.
- Don't get credit for that fact.
- Have very limited resources and support.
- People only think of you when things go wrong.
- Your job may be harder than it's ever been.
- Violence is on the rise & you need better solutions.



Monte Mills
Senior Consultant/Protective
Strategies

Military Police Corps

- 12 Years MP Combat Experience
- 407 Combat Missions
- Most Deadliest Areas of Operations in the World
- Protection of SecDef and Overseas Ambassadors

Corporate Security Leadership

- 18 Years
- Physical Security
- People Protection
- Business Continuity
- Facility Management



Protect your People... and your Brand!

- ✓ *Workplace Violence Prevention Training*
- ✓ *Behavioral Threat Assessment & Management*
- ✓ *Executive & Family Protection*
- ✓ *Uniform Security Professionals*

SAFEHAVEN

S E C U R I T Y
GROUP LLC

WALTON FAMILY
FOUNDATION

ARVEST®



Stephens



HBO®





Understanding Violence



Three Killer Myths

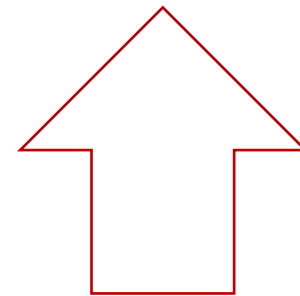
- ✗ It won't happen to us
- ✗ It can't be predicted
- ✗ It can't be prevented

Bonus Myth

- ✗ I have no control



Deadly force incidents at houses of worship



900%



**Secret Service Study:
81% of School
Shooters
told someone before the attack**

How did we get here?

- Society of stress/violence
- Society of entitlements
- Society of interpersonally unskilled
- Violence desensitization





Department of Labor & FBI Statistics

43% of deaths of females in the workplace were fatal assaults by a relative or domestic partner.

**~50%
Motive
Domestic**

**Sidney
Curtin**

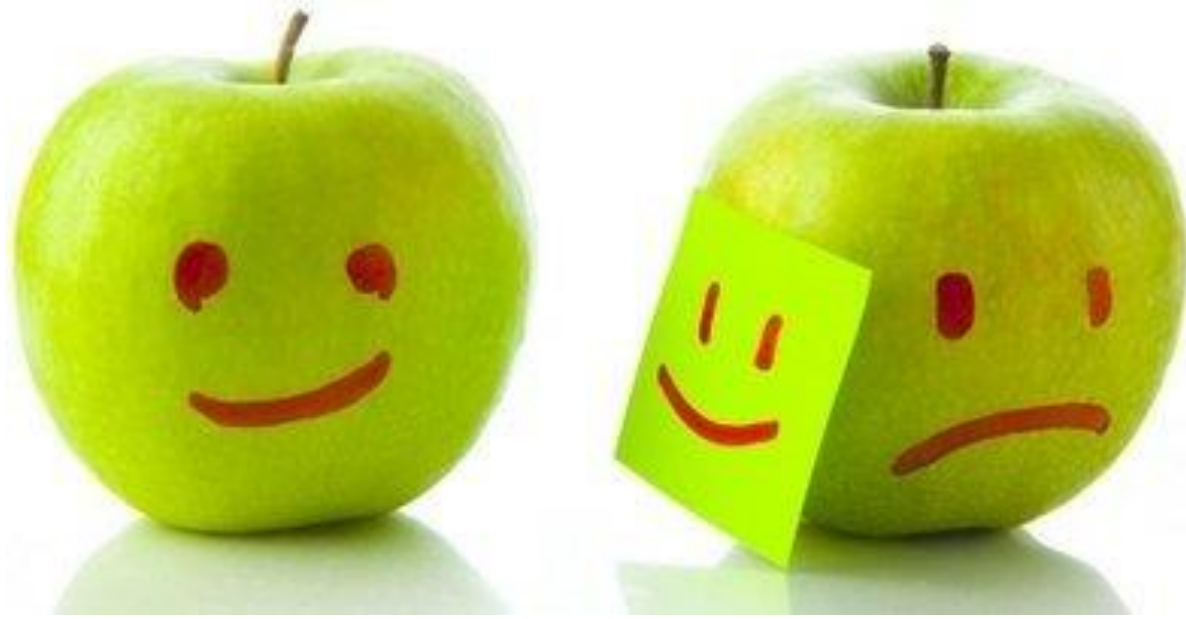


✓ **Recognize
Warning Signs**

✓ **De-Escalate**

✓ **Preventative
Actions**

✓ **Manage Threat
Over Time**

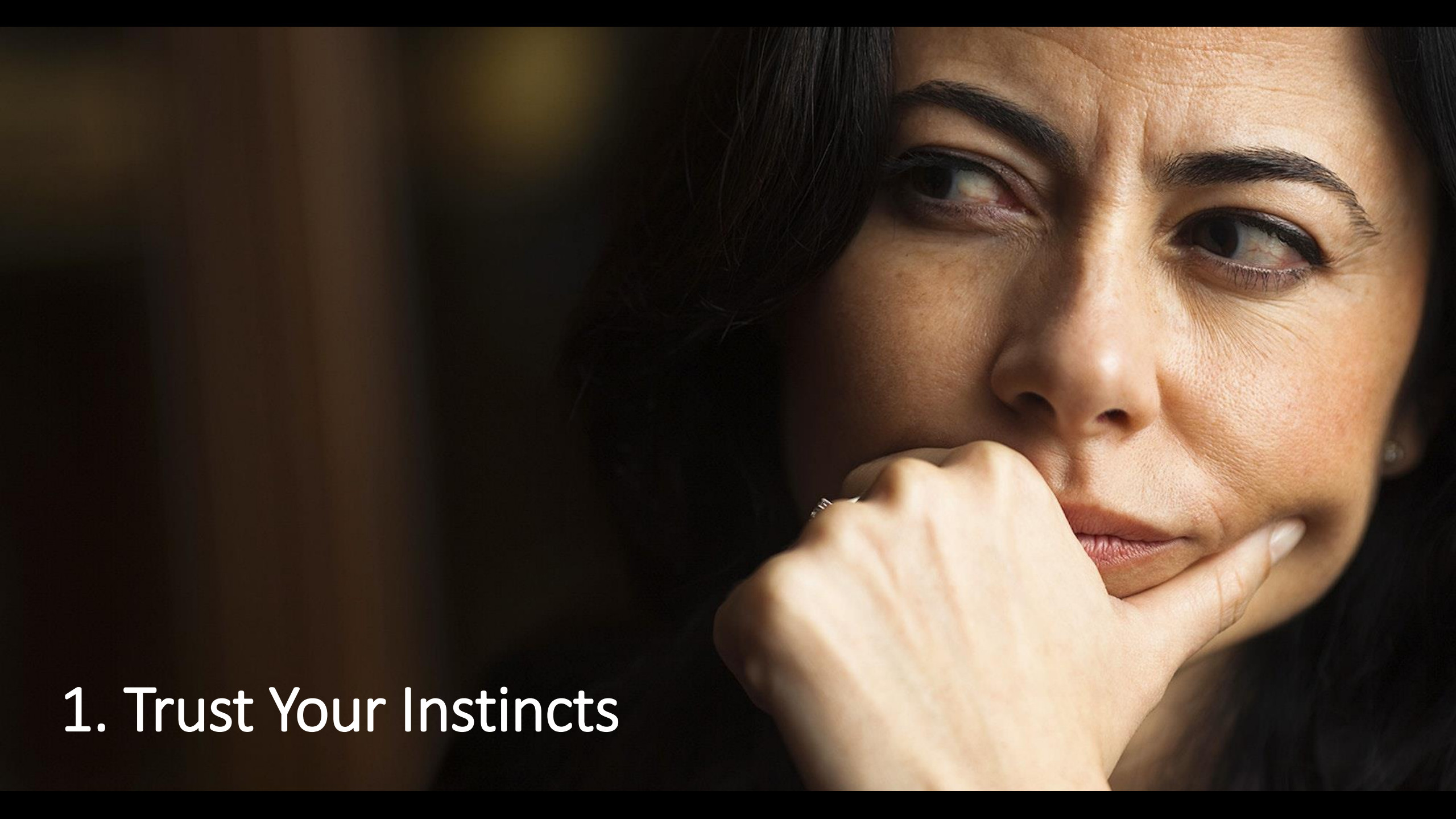


All violence
begins with a...

GRIEVANCE



WORST OF THE WORST



1. Trust Your Instincts



2. Watch for Warning Signs

Real Life Terminations #1

- X Employee written up for disrespecting fellow employee
- X Didn't like the accountability
- X Posted on social media that he was going target practicing with a gun and made negative comments about the discipline
- X Another employee saw post and told management
- X Next day local police stopped the employee on the way to work with loaded weapons

Real Life Terminations #2

- X Employee was seen carrying a gun in a concealed shoulder holster while working
- X Situation was escalated through security to management
- X Employee was terminated
- X Two days later two different employees arrested on site for drug related charges
- X Learned at that time the employee with the gun was distributing drugs in the community

Warning Signs

- Blames others
- Not adaptable
- Low self-esteem
- Loner
- Depressed
- History of mild mental health issues



Warning Signs

- Multiple major life stressors
- Diminishing inhibitors
- Irrational beliefs and ideas
- Sudden change in belief system
- Little empathy for others
- Severe mood swings
- Recent purchase of a firearm



BONUS

RED FLAG

- Prolonged Anger
- Hypersensitivity to Criticism
- Preoccupied with Violent Themes
- Decreased Performance
- Increased Risk Taking
- Obsessions
- Extreme Anxiety
- Extreme Sadness or Depression
- Abnormally Euphoric Highs
- Suicidal Ideation
- Significant Behavioral Change

Investigation Considerations

- **Administrative Leave?**
- **Work Performance?**
- **Workplace Relationships?**
- **Interviews?**
- **Policies?**



3. Prep for the Interview

- Get your story straight.
- Visualize outcomes and contingencies.
- Manage your stress.





Alternatives

Self-Image

Reputation

Close Friends

Family

Career

Income

Food

Home

4. Have the Right People in the Room

- The bosses' boss.
- A Human Resources representative.





Security Present?

- Detectable or undetectable?
- Inside, outside building?
- Emergency notification or duress signals?
- How soon to involve security?

A close-up photograph of a clock face. The clock has a white dial with black numbers from 7 to 12 and red numbers for minutes (5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55). The hands are black with a red dot at the center. A semi-transparent grey text box is overlaid on the right side of the clock face.

5. Choose the Right Timing

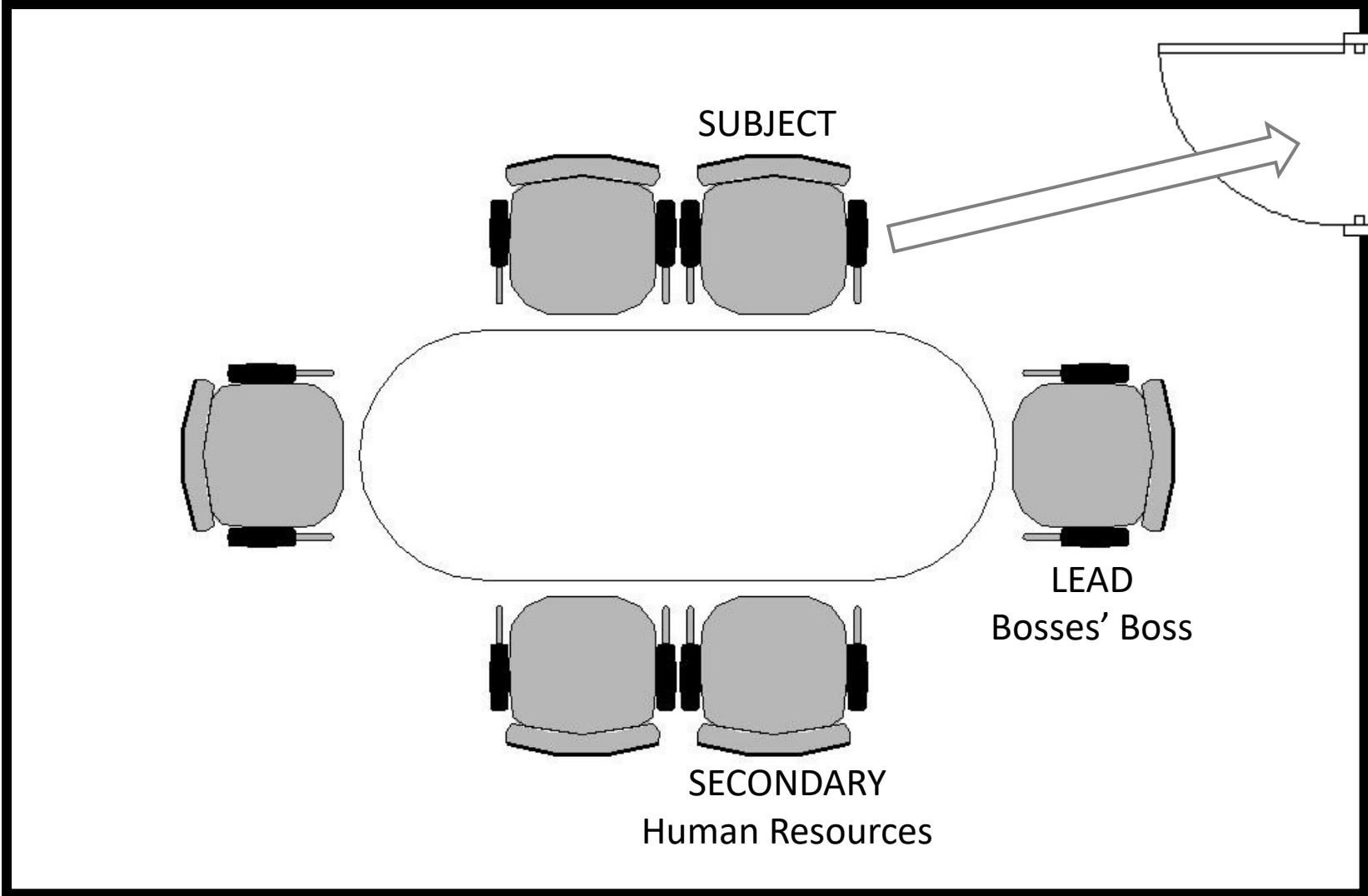
- If dangerous, sooner is better.
- Revoke access during final interview.
- Consider end of the day on *his* Friday.



6. Choose the Right Location

- Conference room near the exit?
- Belongings packed and ready to go?

Room Setup Suggestion



7. Respond Properly to Threats - General

- Encourage them to speak.
- Don't interrupt unless escalating.
- Let him finish.
- Don't argue.
- Show concern.



7. Respond Properly to Threats – Emotional Control

- Remember the Goal
- Don't Take Personally
- Control Heart Rate with Tactical Breathing



A photograph of two men in business attire sitting at a table, engaged in a conversation. The man on the right is speaking and gesturing with his hands. The man on the left is listening. The background is a bright, modern office setting.

7. Respond Properly to Threats – Four Ways Wrong


1. Ignore the threat.
2. Show fear.
3. Get angry.
4. Downplay and redirect.

A man in a white shirt and tie, holding a cardboard box and pointing aggressively at the camera with a shouting expression. The background shows an office setting with a desk, a computer monitor, and a window.

8. Get Them Safely Off the Property

- Seek the balance between liability and dignity.

9. Monitor and Reassess as You Go

- 
- Watch for Warnings Signs.
 - Watch for signs of escalation.
 - Rumors, social media, court orders, arrest records.

A man in a dark suit, pink shirt, and red tie is sitting at a desk, talking on a mobile phone. He is looking out a window with a view of greenery. A white coffee cup is on the desk. The text "10. Do the Right Thing Now" is overlaid on the bottom right of the image.

10. Do the Right Thing Now



BONUS STEP: Path to a better future!

**Offer Soft Landing
Transition Coaching**

End of Term

- **Document Observations immediately**
- **Advise appropriate persons (especially if a threat)**
- **Continued investigation and monitoring as appropriate**
- **Enhance site security as appropriate**



Case Study- Remember Bob?

Bob has become increasingly bitter and angry, lashing out verbally at coworkers and Gerald.

Bob has talked about how he believes that Gerald “ has it in for him” and has begun to keep records on his coworkers’ productivity and performance, apparently to show that he is being unfairly singled out for criticism.

Last week, Bob got into an angry confrontation with Gerald, in which he cursed Gerald out in front of others and refused to do the work assigned to him.
HR and management reviewed the situation...

What are your recommendations at this point?

Case Study Bob- Senior Leadership Considerations:

- EAP?
- Move Bob to a different shift?
- Termination?
- Retrain on Corporate Workplace Violence Prevention Policies?
- Administrative Leave?
- What are your Concerns?

How we can help

✓ Behavioral Threat Assessment & Management

- Immediate Access to Experts for Urgent Assessments
- Case Specific De-Escalation Techniques
- Case Specific Victim and Workplace Safety Measures
- Terminations on your behalf
- Employment Transition Guidance
- Life Coaching





Situations Dealing with Right Now?



SafeHavenSecurityGroup.com



Monte Mills

monte@SafeHavenSecurityGroup.com

844-SafeGroup