

Examples of threatening situations that may arise:

- An angry/threatening person enters the premises.
- Someone you are having a difficult conversation with reacts with threats of violence.
- Someone you are scheduled to meet with appears intoxicated or unpredictable.

Practice now: When you suddenly find yourself in a threatening situation, it can be difficult to find the right words. So visualize and practice in advance. Here are some examples of things you can practice saying:

- *I see/understand that you are frustrated, and I will do my best to help you.*
- *I understand that you need help, but unfortunately, I do not have the ability/competence to assist.*
- *I want to ensure this is handled correctly and quickly, so I will call a colleague so we can find a solution together.*
- *I would like to help you, but I need to look further into the matter.*

In stressful situations, it can be helpful to remember:

- Take a few deep breaths to calm yourself down.
- Be conscious of your body language, try to stay calm. Calm is contagious.
- Don't take it personally – this isn't necessarily about you.
- Try to understand the reason behind the behavior (e.g., anger, sadness, intoxication, or illness), and work from there.

How to assess the risk of violence Anger doesn't always lead to violence, but it can happen. Here are some warning signs:

- Verbal or physical threats, strong irritability, or a "black look" in their eyes.
- Restlessness – e.g. inability to stand/sit still.
- Tension, changes in facial color or voice.
- Appearing confused, talking loudly to themselves, disturbing or harassing others.
- Avoidant behavior, lack of response to communication.

In case of risk of violence – seek help

- Your own safety is most important.
- Do not hesitate to leave situations you find threatening; don't wait for something to happen before seeking help. You can say: *"I don't think we can continue today" or "I think we should end the conversation now. We can meet again in a few days."*
- Contact security services or police (112).
- You can also seek help from colleagues. Use a pretext, such as needing to check something online or going to the restroom.

How to handle a threatening person: If you cannot leave the situation or have to wait for help, here is some advice on how you can handle a threatening person:

- Calmly ask the person to place any objects that can be used as weapons in a neutral place while you continue the conversation. Don't try to disarm them.
- Remove possible "weapons" (e.g. hot coffee or a mug) from the person's reach.
- Keep your distance and move behind a barrier, e.g. a desk, and think about how you can leave the situation if needed.
- Avoid provocative body language and sudden movements.
- Avoid physical contact with the person.
- Do not pressure the person to leave the premises.
- Give the person escape routes.
- If the person does not calm down or leave, try to call for help.

A threatening situation can escalate to violence. You can read more about what you can do in a violent situation here: [Read more about violent situations at sikresiden.no](https://www.sikresiden.no).

How to talk to an upset person:

- Speak calmly and clearly. Use [conflict-reducing communication](#).
- Show empathy and respect, acknowledge feelings.
- Look for solutions and ask if the person wants you to contact someone who can help.
- Don't argue, be neutral: "*What has happened? Have I understood you correctly when...?*"

Ending the situation: If the situation is relatively calm and you are going to end the conversation, tell the person what you will/can do and what cannot be done:

- *I'm sorry we couldn't find a solution now; I'll write down your contact information and check with my colleagues what we can do.*
- *I need to investigate more/contact someone else.*

After the incident

- Report incidents and near-incidents to your supervisor and in the company's deviation system.
- If you feel discomfort or stress after the incident, seek support from your supervisor, HR, or safety representative.

Intoxication or psychosis? Be especially careful if you suspect the person is intoxicated or in psychosis. Look for signs of this and adjust your approach accordingly.

Appendix 1: [Challenging conversations – Intoxication](#)

Appendix 2: [Challenging conversations – Psychosis](#)