The first sections of this book define the role of the security guard in the de-escalation of emotionally-disturbed individuals, whatever the cause of their upset. This includes development of a safety mindset, as well as tactical planning.

In the second major section of the book, they focus on us: how to hone our intuition and how we can develop a state of integrity and powerful calm, the ideal state of mind to function in crisis situations.

They then move on to the heart of the book, discussing specific behaviors ranging from confusion and obsessive concerns to psychosis, mania and acute disorganization. In one very important chapter, they discuss interactions with opportunistic and manipulative individuals, people who present a danger to the psychological and physical well-being of anyone with whom they come in contact.

They then discuss how to de-escalate aggressive and chaotic individuals once a crisis begins. Amdur and Cooper elucidate the various motivations that drive aggression and further delineate the different types of aggression that result. De-escalation tactics are specific one learns how to immediately recognize what mode of aggression the person is displaying, and then, one can quickly and effectively implement the de-escalation tactics that are best suited to deal with the aggression one is facing.

ARDING THE GATES

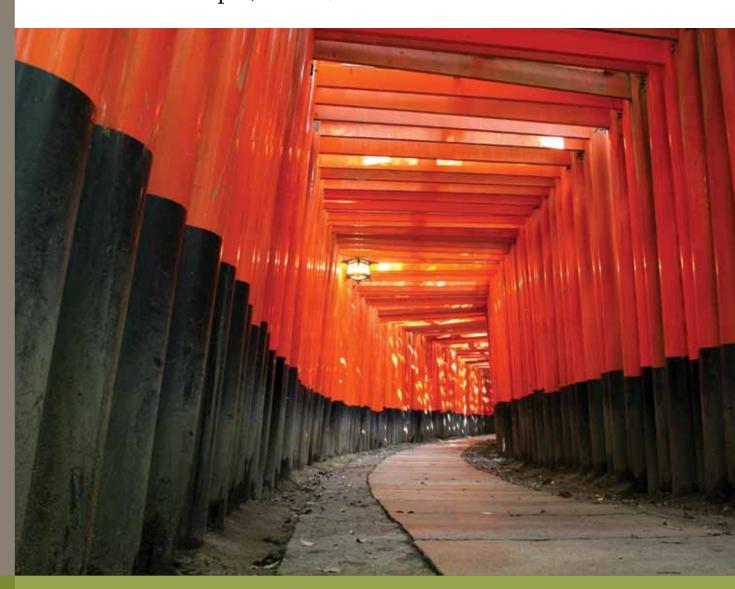
Mentally Ill, Emotionally Disturbed and Aggressive Individual:

AMDUR COOPER

Guarding the Gates

SECURITY GUARDS

Ellis Amdur, M.A., N.C.C., C.M.H.S. William Cooper, M.B.A., M.P.A.



Calming, Control and De-escalation of Mentally Ill, Emotionally Disturbed and Aggressive Individuals

A Comprehensive Guidebook for

Security Guards