



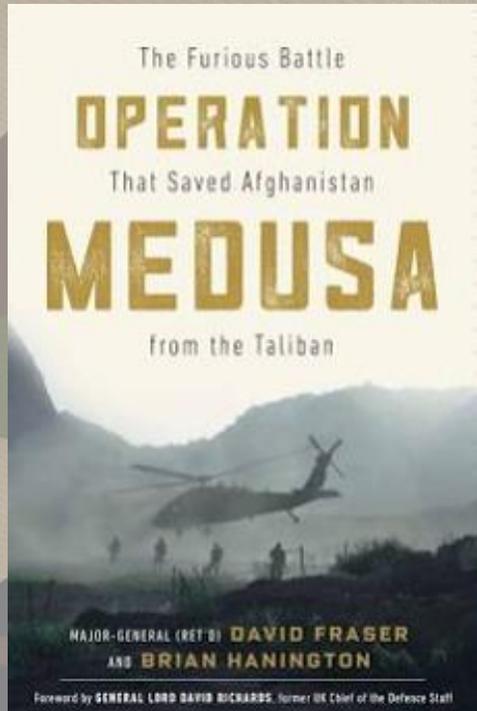
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# Unruly Passengers

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Sgt Maj (Retired)

# Adam Seegmiller



# THE ACUTE STRESS RESPONSE (ASR)



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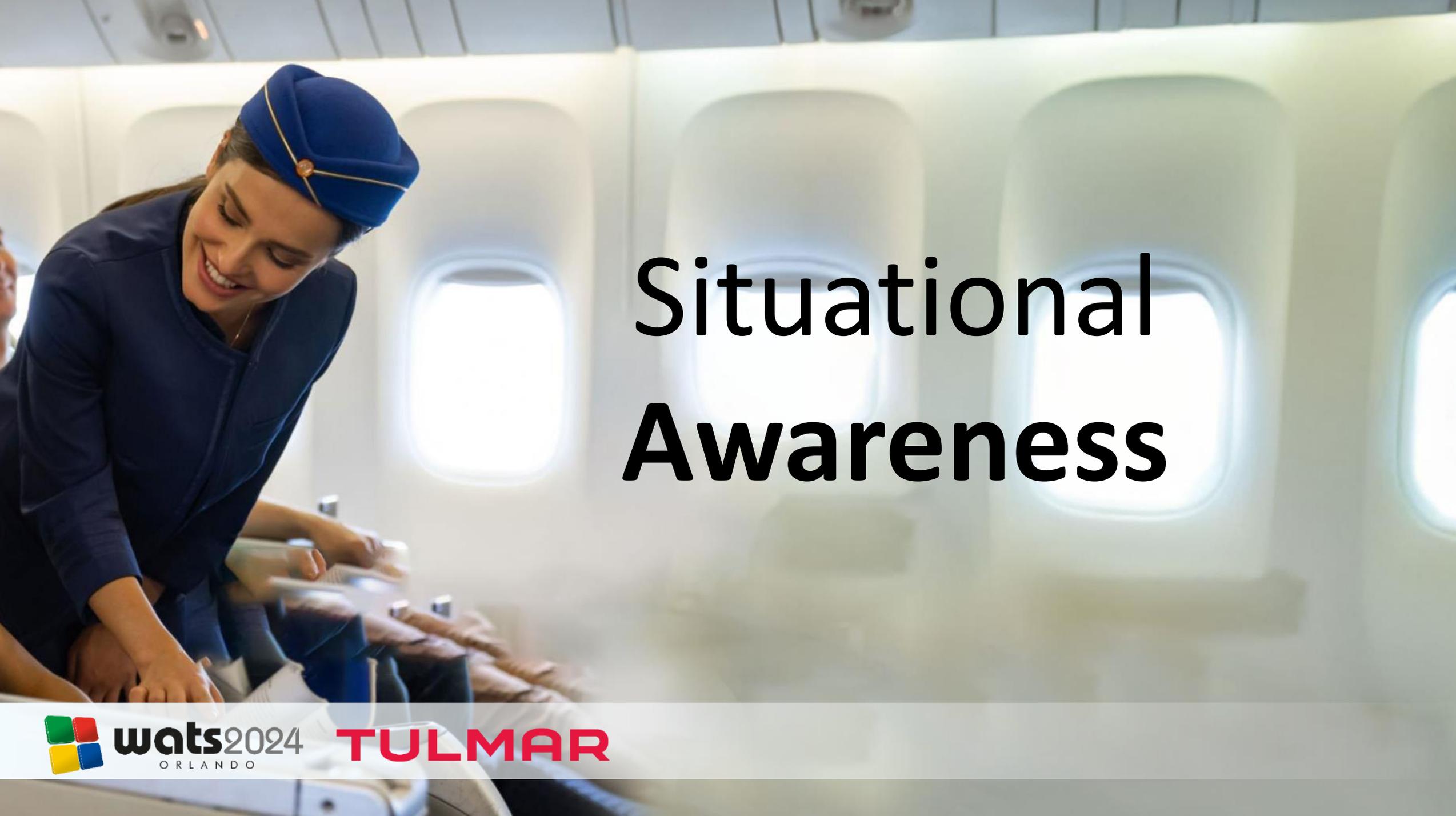


# Managing The Acute Stress Response



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A flight attendant in a blue uniform and cap is smiling and leaning over a passenger's seat in an airplane cabin. The cabin has white walls and oval windows. The text "Situational Awareness" is overlaid on the right side of the image.

# Situational Awareness



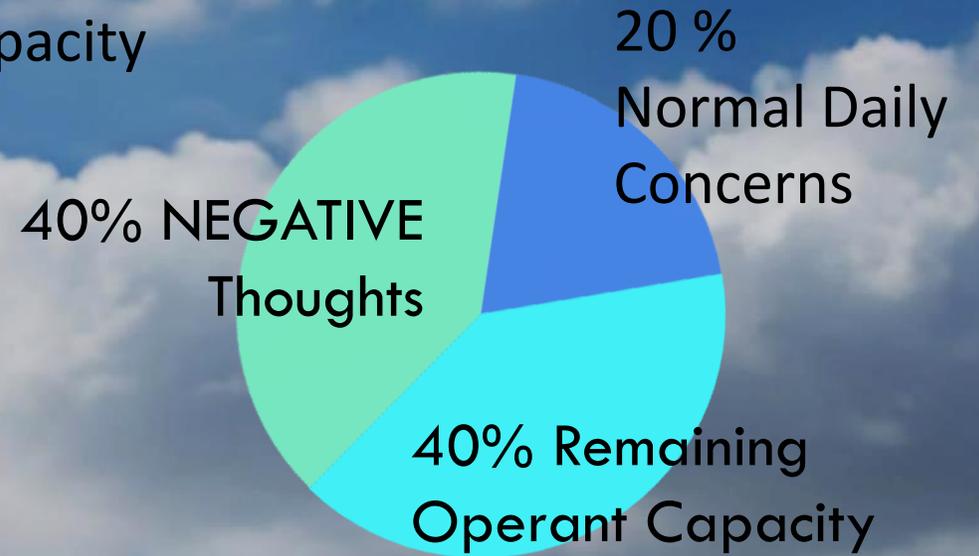
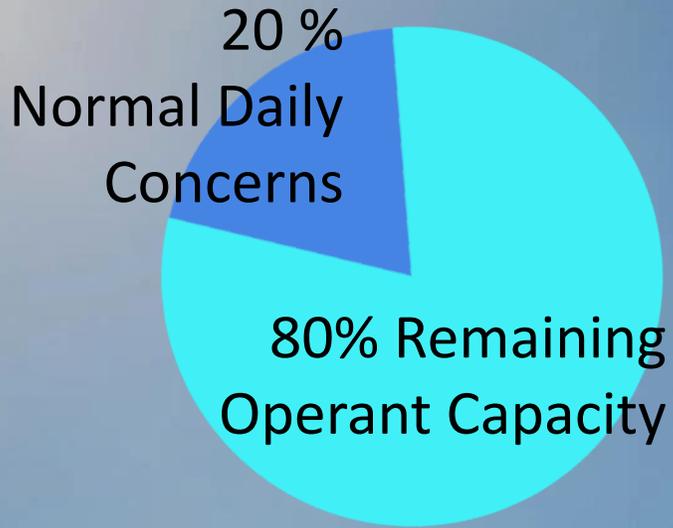
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# THOUGHT STOPPING

## Cognitive Performance Chart

100 % of Mental Operant Capacity

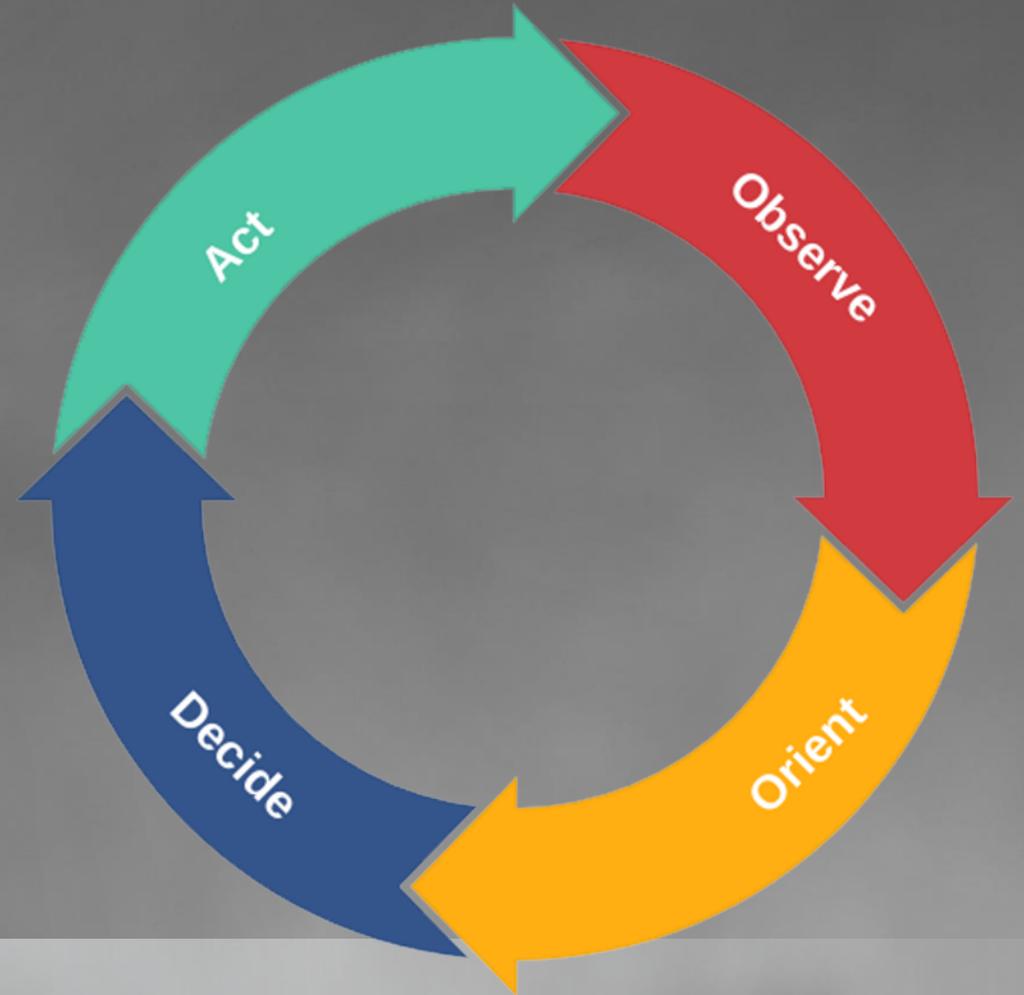


# “RESET BREATHS”

University Developed, Science based techniques to help people in high stress situations to control their stress reactivity and improve their split-second decision making.



# OODA Loop



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# Understanding a Person in Crisis



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A photograph of a flight attendant in a light-colored uniform with a red and blue scarf, smiling and talking to a passenger. The passenger is wearing a grey blazer and is looking towards the flight attendant. The background shows the interior of an airplane cabin with orange seats.

# Verbal De-escalation



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# Threat Cues



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# The CRISIS Framework

CConnect and Calm

RRecognize, Reassure & Resources

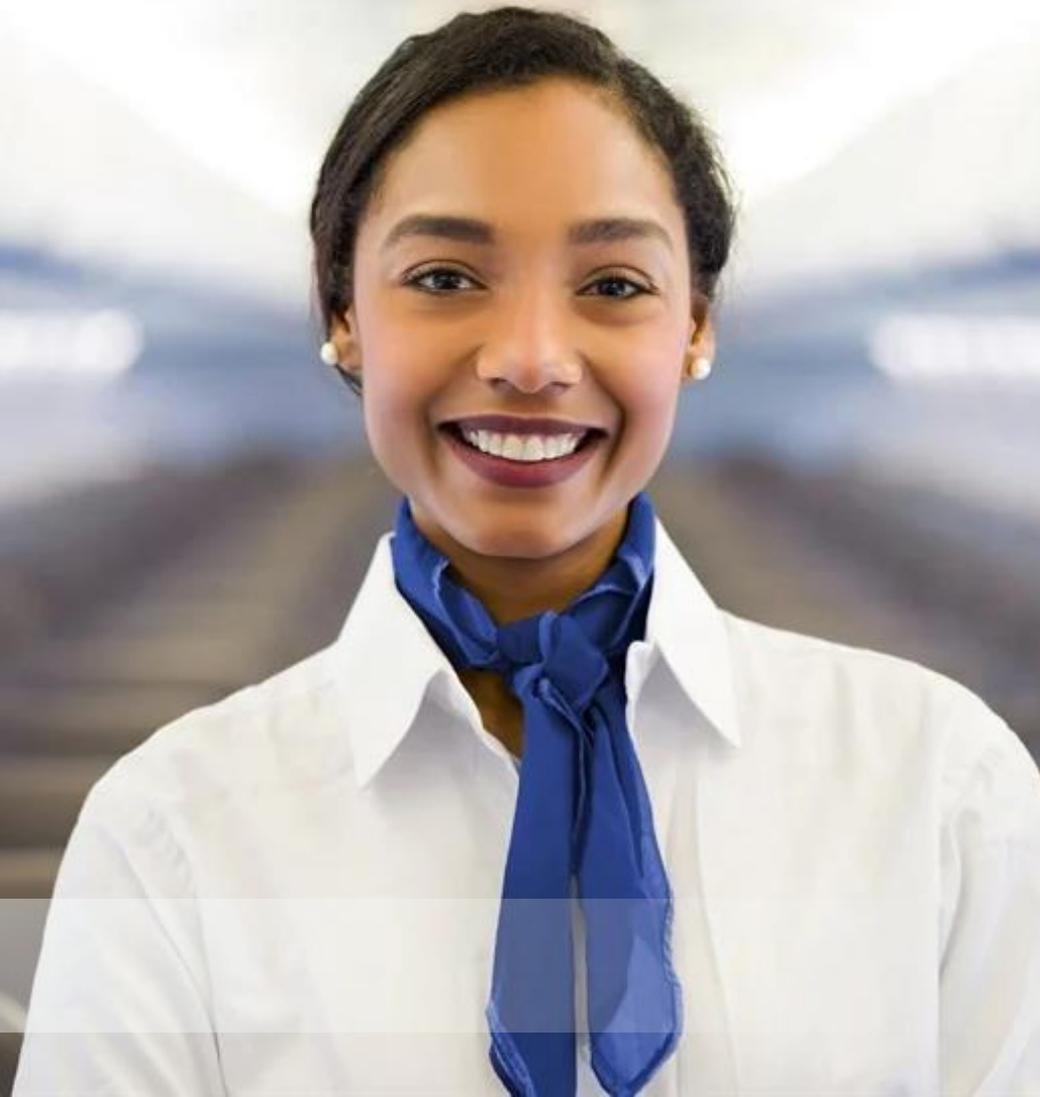
IImplement Active Listening

SSetting a Limit

IInform of Options

SShift Control

# Step 1: Connect and Calm



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**Step 2:**  
**Recognize, Reassure  
and Resources**

# Step 3: Implement Active Listening



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# Step 4: Setting a Limit



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# Step 5: Inform Them of Options

# Step 6: Shift Control & Shape Outcomes



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# The CRISIS Framework

CConnect and Calm

RRecognize, Reassure & Resources

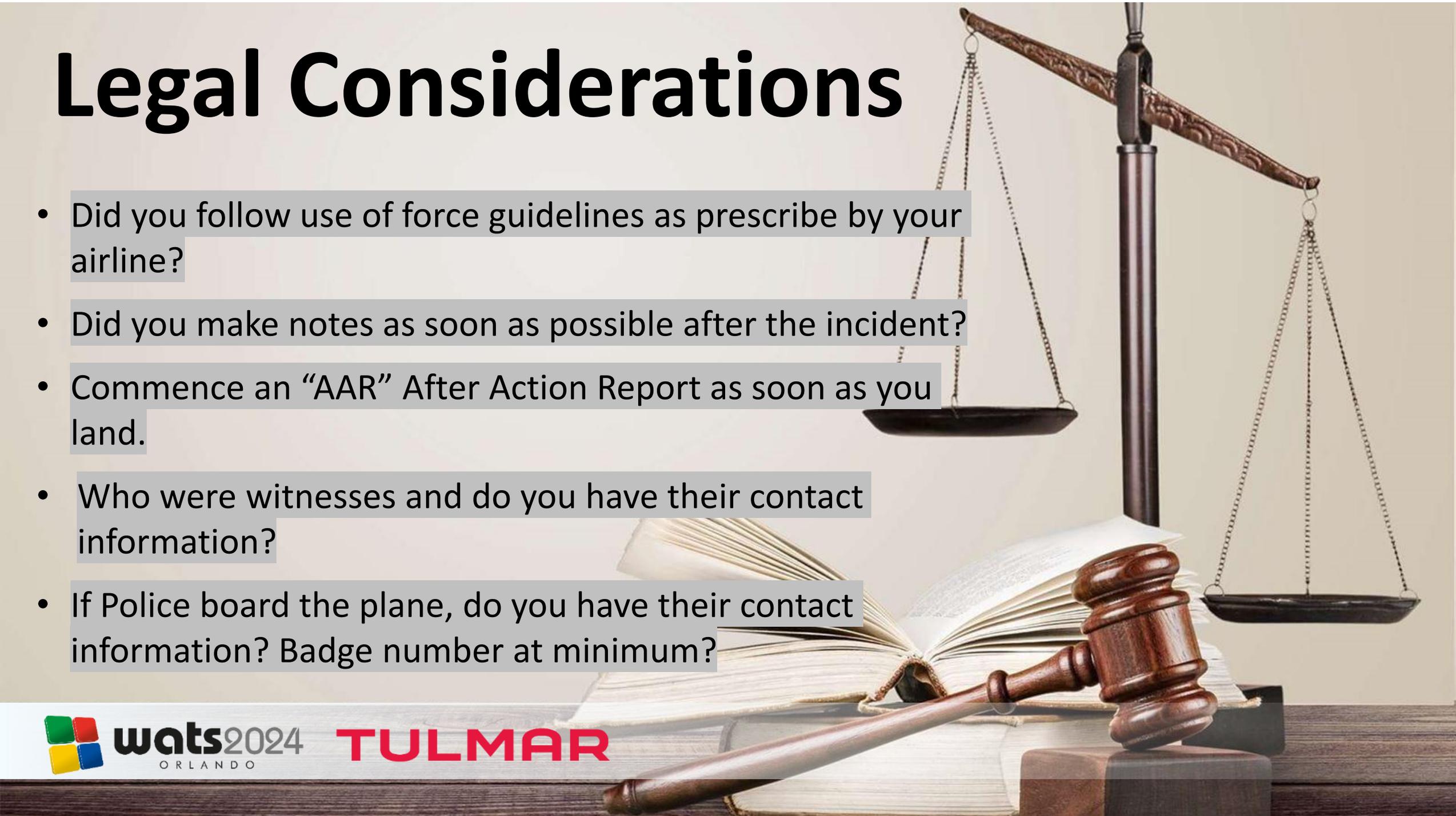
IImplement Active Listening

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# Legal Considerations



- Did you follow use of force guidelines as prescribe by your airline?
- Did you make notes as soon as possible after the incident?
- Commence an “AAR” After Action Report as soon as you land.
- Who were witnesses and do you have their contact information?
- If Police board the plane, do you have their contact information? Badge number at minimum?



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SCAN ME

ANY  
QUESTIONS?

