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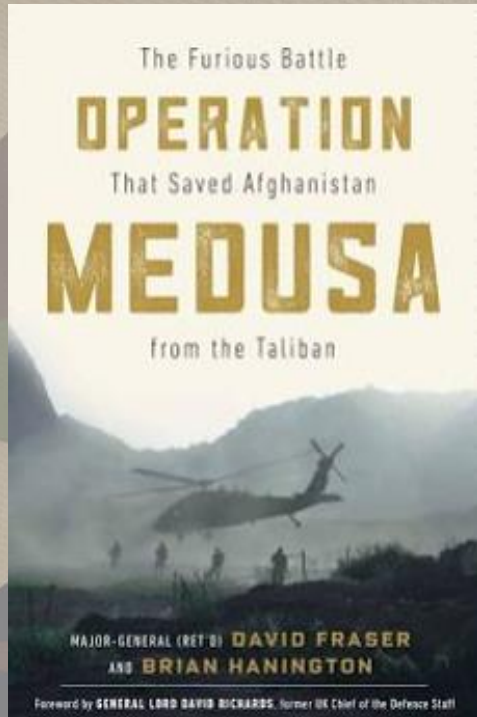
# Unruly Passengers

**TULMAR**



Sgt Maj (Retired)

# Adam Seegmiller



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# THE ACUTE STRESS RESPONSE (ASR)



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# Managing The Acute Stress Response



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# Situational Awareness



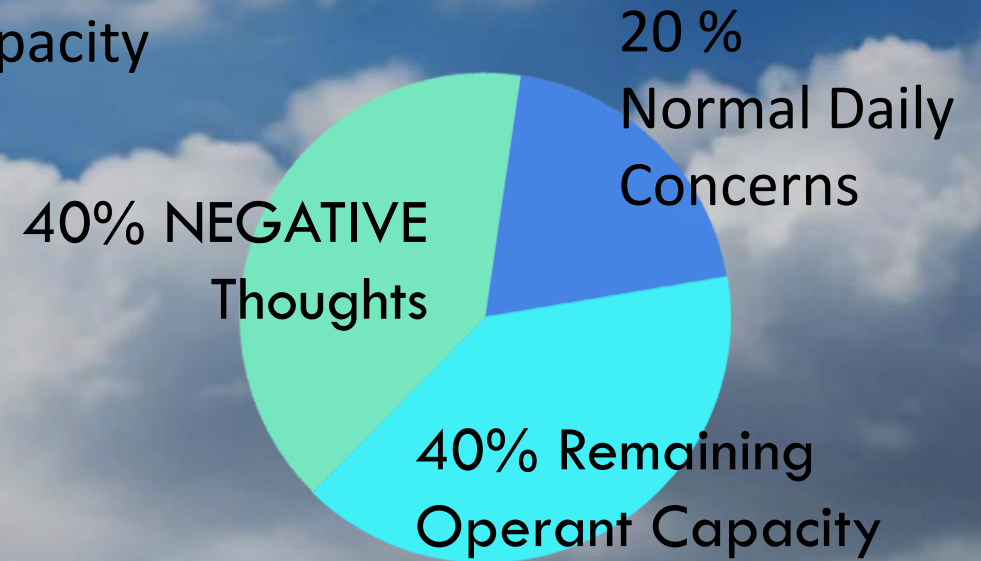
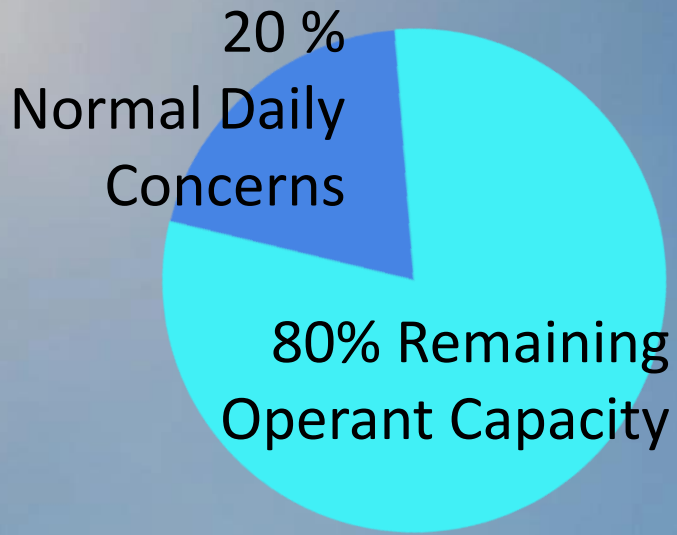
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# THOUGHT STOPPING

## Cognitive Performance Chart

100 % of Mental Operant Capacity

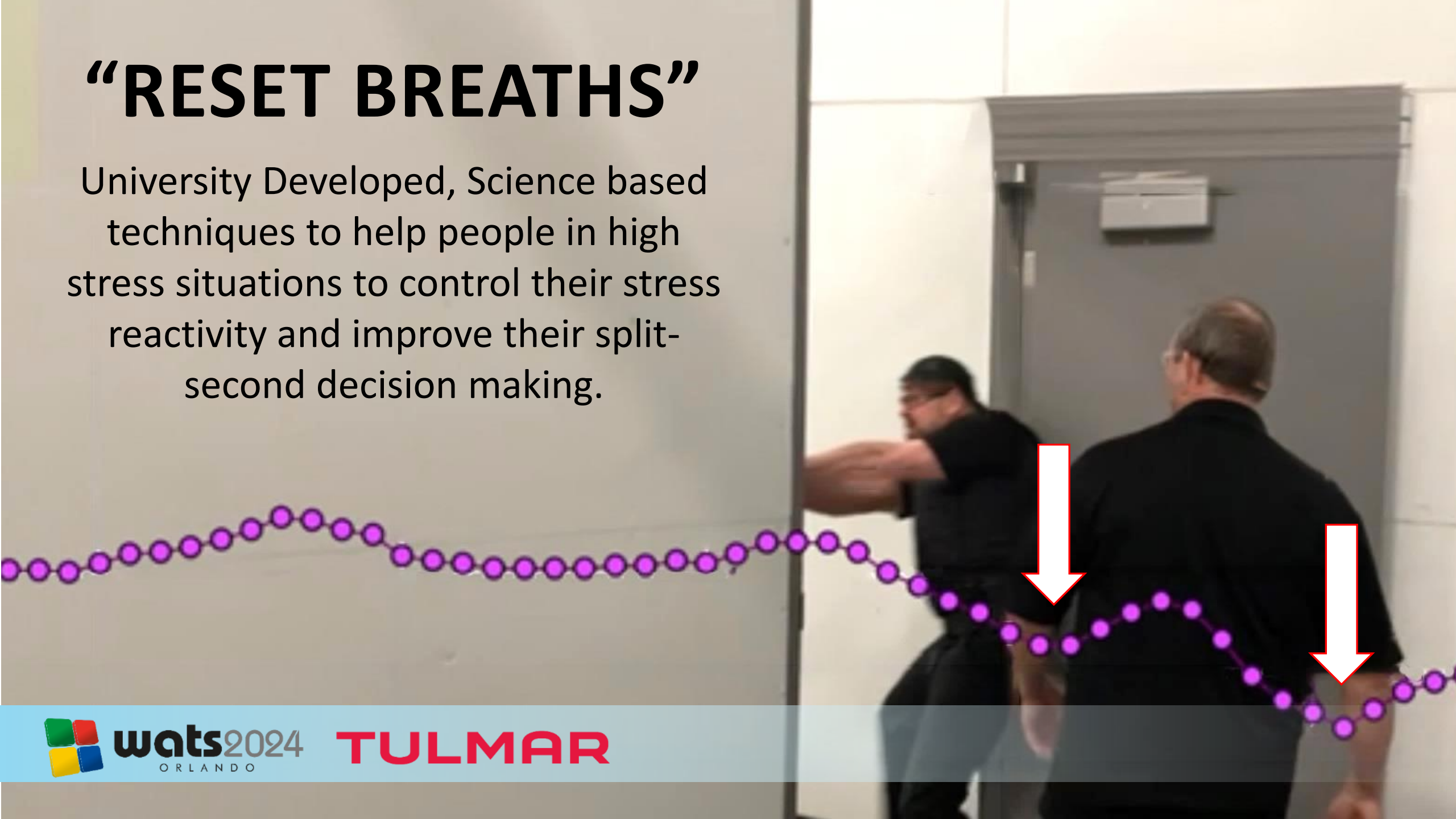


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# “RESET BREATHS”

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

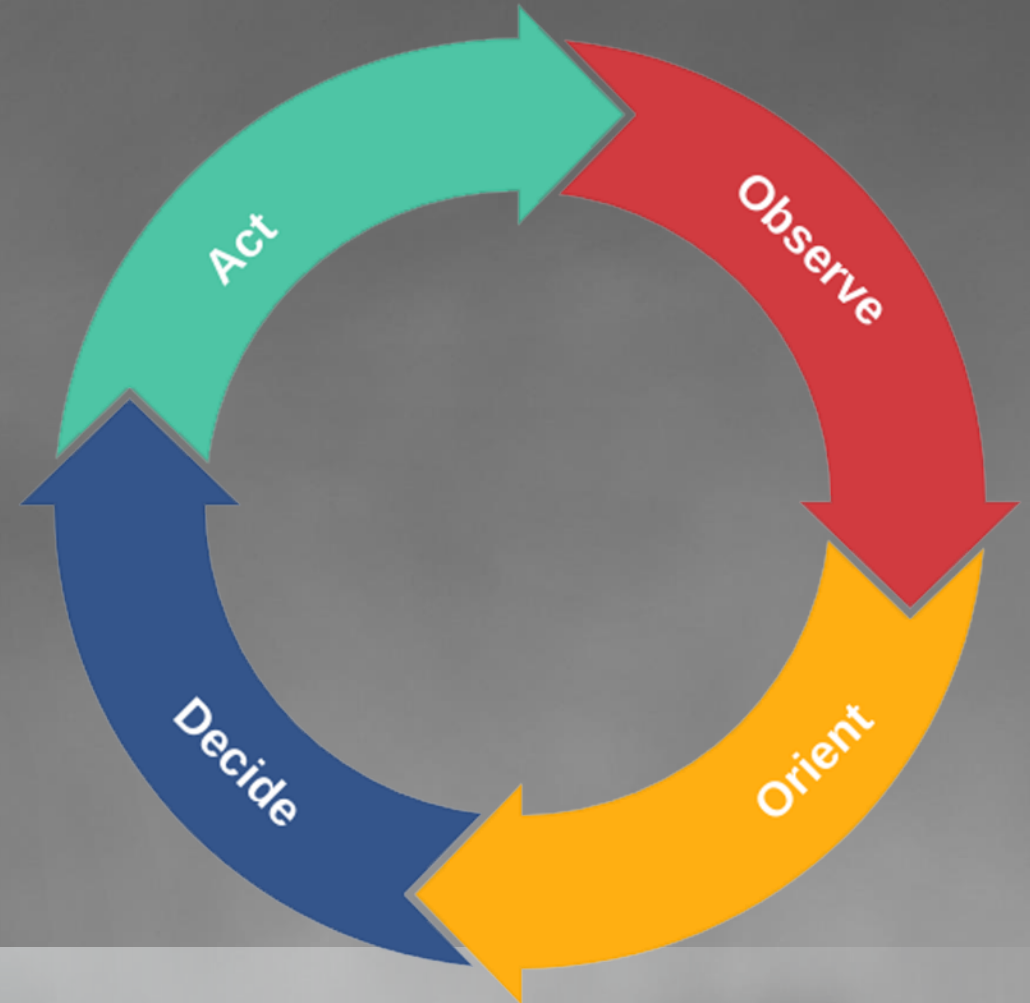


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# OODA Loop



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# Understanding a Person in Crisis



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# Verbal De-escalation



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# Threat Cues



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# The CRISIS Framework

Connect and Calm

Recognize, Reassure & Resources

Implement Active Listening

Setting a Limit

Inform of Options

Shift Control





# Step 1: Connect and Calm



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



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# Step 3:

# Implement

# Active Listening



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# Step 4: Setting a Limit



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# Step 5: Inform Them of Options



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# Step 6: Shift Control & Shape Outcomes



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# The CRISIS Framework

Connect and Calm

Recognize, Reassure & Resources

Implement Active Listening

Setting a Limit

Inform of Options

Shift Control



# 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?



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