

Things to remember about Successful Confrontations

Assess situation

Stay Calm

Get Help

Never compromise safety of yourself or others!!!

Effective Techniques for Ordinary Confrontations:

Assertive Communication

- State what you observe, using “I” statements
- Focus on behavior, not person
- Be clear about policy, expected outcomes
- Be clear and direct while respecting individual
- Be confident (tone of voice, stance)

Ineffective techniques:

- Physical contact
- Arguing
- Using inappropriate language (name calling, swearing, etc.)
- Avoidance

Don't be afraid to:

- Ask someone to leave
- Refuse alcohol service
- Stop music, pause party
- Shut down party/alcohol service/etc.
- Call SAO Event Manager
- Call Public Safety, x3-3322 or x4111 (emergencies)

ALWAYS REMEMBER THAT THE SAFETY OF YOUR MEMBERS AND YOUR GUESTS IS THE NUMBER ONE PRIORITY!

Four Stages of Intoxication

The following four stages of intoxication are used in training as a way for event managers and bartenders to gauge and assist in the prevention of over intoxication.

1. **Inhibitions** – a person's guard begins to let down including conversation, body language becomes more pronounced, personal space between people decrease. **OK TO LET IN TO YOUR EVENT**
2. **Judgment** – in this stage, a person moves past inhibition to making choices and decisions begin to far exceed their comfort zone. Ones' ability to recognize their own level of intoxication is compromised. This is the stage where a great deal of prevention can occur. Event managers, bartenders and a person's friends will often need to assist a person with slowing or stopping their rate of alcohol consumption. **OK TO LET IN – MONITOR ALCOHOL CONSUMPTION**
3. **Reaction** – Motor function is impacted to the point that people are unsteady on their feet and are unusually clumsy. To prevent issues in the event, you do not let people in the event who are slurring or unsteady on their feet. A person that is already in the event, will need to be monitored closely, and if they become uncooperative with event managers or bartenders; managers may need to ask this person leave the event. A person in this stage can not be served alcohol based on RI State Law. **DO NOT ALLOW THIS PERSON IN TO YOUR EVENT**
4. **Consciousness** – Someone is difficult to rouse and/or cannot answer simple questions. They could be on their way to losing consciousness. Other signs that you should call EMS include:
 - ◆ There are changes in his/her breathing, seizures, severe shaking, injury, continued vomiting, blood in the vomit or combativeness.
 - ◆ He/she is drunk and on any other drugs or prescription medication. **CALL EMS RIGHT AWAY**