

How To:

- **Project Professionalism and Confidence**
- **Engage Worrisome Behavior Non-Aggressively**
- **Defuse Anger and Gain Cooperation Quickly**
- **Ensure a Safe Environment for Your Congregation**

Tactical Confrontation for

Church Security Teams



Is your team prepared and Confident?

- A person intentionally disrupting a worship service
- A suspicious loiterer, with no apparent connection to the church
- Aggressive panhandlers in the parking lot or foyer
- A person under the influence of alcohol or drugs
- A person with mental health issues, delusional or hallucinating
- A loud or violent domestic dispute that has followed a member to the church
- A non-custodial parent attempting to pick up a child from the nursery
- An unauthorized person attempting to gain access to the nursery or children's area
- A person seeking an opportunity to steal offering or objects
- Unsupervised children intentionally or unintentionally damaging church property

...And for any other situation that might arise?

Church Security Team members are called to do much more than just "Observe and Report."

They must *engage* those whom they feel may threaten the safety or security of their church family.

The skill and confidence to do it properly gets results and keeps people safe.

Church Security...A Growing Concern

A Growing Trend

By every measure, crimes against places of worship are increasing. Theft. Vandalism. Even Arson.

A More Hostile Culture

Churches are increasingly the target of those motivated by anger and opposition to what the church stands for. Protests. Disruption. Even intimidation of worshippers.

Increasing Violence

Even violence is now becoming more common. From 2010 to 2012 there were documented dozens of violent incidents, and at least 20 homicides committed at churches. The 1950's in America are long gone.



The Church Safety/Security Team

More than ever, churches are sensing the need to respond to the increasing threats to the safety and security of their people. This is the task of the Church Security Team.

Vital Skills

At the most basic level of qualification, Team Members need 2 skills:

- #1. The ability to confront undesirable behavior in a way that is professional and non-aggressive.
- #2. The ability to de-escalate an angry person and gain their cooperation without threats or force.

A Workshop for Your Church Security Team

Unit 1: Engagement Protocols

- **Initiating the contact**
an adaptable 5-step system for engaging possible security problems, including body language, facial expression and voice tone;
- **Avoiding defensiveness**
setting context and giving options for specific situations, words and expressions you should avoid, giving the benefit of the doubt;
- **Formulating your request**
communicating respect, making sure it is positive, the importance of being specific, making it win-win;
- **Situations calling for extra caution**
domestic disputes, possible drugs or alcohol, attire inappropriate, etc., using code words and protocol.

"I have spent over 30 years in Pastoral Security services across the nation and have attended many workshops from law enforcement to military speakers. Our church had Gary do a workshop for our Life/Safety Team.

My Life/Safety Team is much more confident since the training with Gary."

Bill Davis, Director of Life Safety Services
Kingdom Keys Ministries

Unit 2: De-Escalating Anger and Preventing Violence

- **When someone is in your Face**
managing your own stress physiology, Fight, Flight or Freeze; the "Fatal 3 'F's", knowing your own hot buttons, getting a personal "Focus Phrase";
- **The 6 stages of anger**
What makes them different? why it's important, special cautions. a checklist for assessing the seriousness of a threat;
- **8 things NEVER to say to an angry person**
demands, contradictions, euphemisms, etc. specific, very commonly used phrases that ALWAYS escalate the situation;
- **The LEARN system for engaging an angry person**
counterintuitive empathy and de-escalation, how to interrupt a rant, 8 ways that using paraphrase as a tactic can give you an advantage, "verbal karate" vs "verbal judo";
- **VIDEO..."What went wrong in this confrontation?"**
actual video of a violent confrontation, discussion of what went wrong, what could have been done differently?
- **Using what you've learned**
formulating practical responses to common situations using what you've learned.