

**Association of Food and Drug Officials
Basic Inspector Boot Camp
January 08, 2025**

**Introduction to De-escalation
Principles and Practices
Q&A**

Is it possible for people to have a mix of personality types? How do you engage with those individuals?

Everyone is a blend of personality traits. However, one is their dominant trait. As we discussed in the presentation, first determine if the person is outgoing (**D**ominant, **I**nnuencer) or reserved (**S**teady Relator, **C**ritical Thinker). We can often determine if they are outgoing by the way they walk, talk, dress, how animated they are, or their facial expressions. We will need to talk with them to determine if they are people or task oriented. Once we determine their dominant trait we tailor our response to their trait.

What if things are being thrown on an inspection to be threatening?

One, I am not an attorney. Two, I do not know regulations like I know criminal law. If an organization needs to regularly be inspected to remain open and the actions of the owner/employees prevent an inspector from performing their duties, the organization should be shut down until the inspection can be completed.

When we teach Workplace Violence/Active Threat to organizations, we stress there is nothing about their job that should put them at risk to harm. It is a crime to threaten to harm or harm others. If you feel threatened or are threatened, distance is always your friend. Leave the place of business, notify your supervisor, follow your company policy, and document everything that happened while you were on site.

How is de-escalation possible when the person is 3 times your size and is a known "trouble-maker" with multiple inspectors?

From our presentation:

Subject Pre-Conditioning (Setting the stage)
Use when the person is not in an active and irrational state

At the earliest opportunity smile, wave, use relaxed body language, and use positive inflection.

Introduce yourself and explain how you are here to help - not to make their job more difficult.

Treat people respectfully.

Inform people of what you're doing and the process.

Use open-ended questions.

Give people options when possible.

Do not express your feelings.
Allow the person to speak and describe the situation.
Permit venting and disregard abusive language.
Don't react to insults unless they incite violence or aggression.
Recognize your strengths and weaknesses.
Recognize and interpret
Body language
Emotion
Inflection
Always maintain self-control and professionalism.

Is there a link to further explore these personality types? Or search criteria?

In terms of learning more about DISC, simply Google: DISC Personality. What we covered today was DISC Esoterica.

"DISC Esoterica" refers to a specialized training program based on the DISC personality assessment model, primarily used in law enforcement to enhance de-escalation skills by teaching officers how to rapidly identify and understand individuals' behavioral tendencies based on their personality traits, allowing for more effective communication and conflict resolution in high-stress situations.

Key points about DISC Esoterica:

- **Focus on behavior interpretation:**

It utilizes the DISC model (Dominance, Influence, Steadiness, Conscientiousness) to quickly assess an individual's likely behavior patterns during interactions, enabling officers to tailor their approach accordingly.

- **De-escalation training:**

The primary application is in de-escalation training for law enforcement, helping officers recognize potential threats and respond appropriately based on an individual's personality style.

- **Advanced understanding:**

Unlike standard DISC assessments, DISC Esoterica aims to provide a deeper understanding of subtle behavioral cues and underlying motivations, allowing for more nuanced response strategies.

- **Origin and development:**

This training is often associated with the National De-escalation Training Center (NDTC), which developed the program specifically for law enforcement needs.

What about the guy who points the finger at the other operator's business to deflect??

You should base your response on their personality type.

Type D:

Mr. Smith, I won't waste your time making excuses or trying to explain how another inspector does their job. What I will do is investigate your concerns and get back to you on my next visit. However, these are the infractions I have observed at your business. Do you have any questions?

Type I:

Mr. Smith, I hear what you are saying and understand you feel you are being treated unfairly. I will investigate your concerns, but what I want to do while I am here is to help you, so your business is not negatively impacted. I know this is a popular place and I want to help you keep your good standing in the community.

Type S:

Mr. Smith, I will investigate your concerns and get back to you. If we are not holding all companies to the same standard, that is unfair to the companies who are complying. I also know that you want to make sure your own company is compliant. How can I help you become compliant?

Type C:

Mr. Smith, these are the regulatory standards all our inspectors use when inspecting organizations; I will investigate your concerns. These are the standards your organization has not met today. This is how I determined your violations. How can I help your organization become compliant?

De-escalation Best Practices

Maintain a safe distance from a person who appears aggressive.

In general, be respectful to the person. Ask, rather than order. Give a reason for the actions you are taking. Allow the person the opportunity to save face.

Exercise professionalism. Provide options when possible.

Check your ego and refrain from bragging about how much power and authority you have.

Don't react to words (insults) unless they incite violence or further aggression. Insults and complaints are acceptable as long as the person is complying.

Listen to the person's position, even if their language is loud or abusive.

Never tell a person to, "Call down!"

Attempt to identify the person's personality type and interact accordingly.

Exercise professionalism. Provide options when possible.

Explain how compliance is better for the person to prevent future problems, even if they disagree.

Don't express your feelings unless, they are positive. The issues at the establishment do not make the person an enemy. Being pleasant can be disarming, especially if it is unexpected.

When possible, offer the person choices.

Know when to abandon de-escalation and disengage. Standing your ground when a person is becoming increasingly dangerous puts you at risk.