

CERT CROWD CONTROL

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Goals

Understand different forms of communication

- Spoken
- Tone
- Body Language

Overview of personal space

- Social distances-Cultural differences
- Safety distance (distance= time)

Crowd Control Principles

- Pre-planning
- Designating positions
- How far are we going to go with it?
- Safety, Safety, Safety

How do we convey what we are saying?

- ▣ Three ways that we communicate.
 - 7% verbal words
 - 38% through tone of voice
 - 55% through body language

Verbal Words Only:

- ▣ Emails
- ▣ Letters
- ▣ Texting
- ▣ Chatting

Verbal+Tone

- ▣ Phone calls
- ▣ Radio communication
- ▣ Conversations from out of sight

Verbal, Tone and Body Language

- ▣ In person
- ▣ Video chatting

- ▣ Can the exact same conversation be understood differently when we lose one or more aspects of communication?

Different forms of Body Language

- ▣ **Aggressive body language**
 - This is actually quite useful as it is seldom a good idea to get into a fight, even for powerful people. Fighting can hurt you, even though you are pretty certain you will win. In addition, with adults, fighting is often socially unacceptable and aggression through words and body language is all that may ever happen.

Aggressive Body Language Cont'

- ▣ Threat
- ▣ Facial signals
 - Much aggression can be shown in the face, from disapproving frowns and pursed lips to sneers and full snarls. The eyes can be used to stare and hold the gaze for long period. They may also squint, preventing the other person seeing where you are looking.

Aggressive

▣ Attack signals

- When somebody is about to attack, they give visual signal such as clenching of fists ready to strike and lowering and spreading of the body for stability. They are also likely to give anger signs such as redness of the face.

Aggressive

- ▣ **Exposing oneself**
- ▣ Exposing oneself to attack is also a form of aggression. It is saying 'Go on - I dare you. I will still win.' It can include not looking at the other person, crotch displays, relaxing the body, turning away and so on.

Attentive body language

- ▣ **Ignoring distractions**
- ▣ **Stillness**
- ▣ **Leaning forward**
- ▣ **Gaze**
 - An attentive person looks at the other person without taking their gaze away. They will likely blink less, almost for fear of missing something.
- ▣ **Patience**
 - When you want to hear more from the other person you are patient, listening until they have finished speaking and not butting in with your views. Even when you have something to say or when they pause, you still patiently seek a full understanding of them and give them space in which to complete what they have to say.
- ▣ **Tilted head**
 - An attentive head may be tilted slightly forward. It also may show curiosity when tilted to the side (although this may also indicate uncertainty).

Attentive

▣ **Slow nodding**

- ▣ Nodding shows agreement and also encourages the other person to keep talking. Fast nodding may show impatience, whilst a slower nod indicates understanding and approval.

▣ **Interest noises**

- ▣ Little noises such as 'uh huh' and 'mmm' show that you are interested, understand and want to hear more. They thus encourage the other person to keep talking.

Closed Body Language

▣ Language of closure

- Closure literally closes the body up. It may range from a slight bringing together of the limbs to curled up into a tight ball. Extreme cases may also include rhythmic rocking of the body to and fro.

▣ Arms across

- In a closed positions one or both arms cross the central line of the body. They may be folded or tightly clasped or holding one another. There may also be holding one another.
- Lighter arm crossing may include resting an arm on a table or leg, or loosely crossed with wrists crossing.
- Varying levels of tension may be seen in the arms and shoulders, from a relaxed droop to tight tension and holding on to the body or other arms.

Reasons for closing

- ▣ There can be several reasons for closed body language. This is one reason why reading body language can be hazardous and you should take into account other factors. In particular look for the transition when the body closes and the triggers that may have caused this change.

Defending

- ▣ When we feel threatened, our body language becomes defensive. We use closure to place the barriers of our arms and legs across in front of us to defend ourselves from attack. When we close, we also make our body smaller, reducing the size of the target. When we tuck our chin down, we are protecting the exposed throat.
- ▣ We also may be signaling to the other person that we are not a threat to them. Thus the held-in arms shows that we are not attacking and looking away from them removes aggressive staring.
- ▣ In a variant of this, particularly where the person is holding themselves, a closed position may indicate self-nurturing. The person is effectively holding or hugging themselves in an imitation of a parent or other caring person.

Closed Cont'

- ▣ Additional Reason's to be closed:
 - Hiding
 - Cold
 - Relaxing

Deceptive body language

▣ Anxiety

- A deceptive person is typically anxious that they might be found out (unless they are psychopathic or good at acting), so they may send signals of tension. This may include sweating, sudden movements, minor twitches of muscles (especially around the mouth and eyes), changes in voice tone and speed. Many of us have hidden anxiety signals. For example: Biting the inside of the mouth (George W. Bush), patting head (Prince William), hands in pockets (Tony Blair).

Deceptive Body Language Cont'

▣ Control

- In order to avoid being caught, there may be various signs of over-control. For example, there may be signs of attempted friendly body language, such as forced smiles (mouth smiles but eyes do not), jerky movements and clumsiness or oscillation between open body language and defensive body language.

Deceptive Body Language Cont'

▣ Distracted

- A person who is trying to deceive needs to think more about what they are doing, so they may drift off or pause as they think about what to say or hesitate during speech. They may also be distracted by the need to cover up. Thus their natural timing may go astray and they may over- or under-react to events. Anxiety may be displaced into actions such as fidgeting, moving around the place or paying attention to unusual places.

Defensive body language

- ▣ When a person is feeling threatened in some ways, they will take defensive body postures.
 - Covering vital organs and points of vulnerability
 - Fending off
 - Using a barrier
 - Becoming small
 - Rigidity
 - Seeking escape
 - Giving in
 - Attacking first

Dominant body language

- ▣ Dominant body language is related to aggressive body language, though with a less emotional content.
 - Making the body big
 - Making the body high
 - Occupying territory
 - Belittling others

The dominant greeting

- ▣ The handshake
- ▣ Eyes
- ▣ Speaking

Social distance

- ▣ We like to keep our distance from others and there are very specific social rules about how close we can go to others in particular situations.
- ▣ This *social distance* is also known as *body space* and *comfort zone*.

Why the distance?

- Regulating the distances between us and other people provides us with several benefits, including:
- ▣ *Safety:*
 - When people are distant, they can't surprise attack us.
- ▣ *Communication:*
 - When people are closer, it is easier to communicate with them.
- ▣ *Affection:*
 - When they are closer still, we can be intimate.
- ▣ *Threat:*
 - The reverse can be used - you may deliberately threaten a person by invading their body space.

Social distances

- ▣ The social distances here are approximate, of course and will vary with people. But they are still a good general rule. Hall (1966) identified four zones that are common for Americans:
 - Public Zone
 - Social Zone
 - Personal Zone
 - Intimate Zone

Public Zone : > 12 feet (3m)

- ▣ The public zone is generally over 12 feet. That is, when we are walking around town, we will try to keep at least 12 feet between us and other people. For example, we will leave that space between us and the people walking in front. Of course there are many times when we cannot do this. What the theory of social distance tells us is that we will start to notice other people who are within this radius. The closer they get, the more we become aware and ready ourselves for appropriate action. When we are distant from another person, we feel a degree of safety from them. A person at a distance cannot attack us suddenly. If they do seem to threaten, we will have time to dodge, run or prepare for battle.

Social Zone : 4 - 12 feet (1.5m - 3m)

- ▣ Within the social zone, we start to feel a connection with other people. When they are closer, then we can talk with them without having to shout, but still keep them at a safe distance. This is a comfortable distance for people who are standing in a group but maybe not talking directly with one another. People sitting in chairs or gathered in a room will tend to like this distance.

Personal Zone : 1.5-4 feet (0.5m - 1.5m)

- ▣ In the personal zone, the conversation gets more direct, and this is a good distance for two people who are talking in earnest about something.

Intimate Zone < 1.5 feet (< 0.5m)

- ▣ When a person is within arms reach or closer, then we can touch them in intimate ways. We can also see more detail of their body language and look them in they eyes. When they are closer, they also blot out other people so all we can see is them (and vice versa). Romance of all kinds happens in this space. Entering the intimate zone of somebody else can be very threatening. This is sometimes done as a deliberate ploy to give a non-verbal signal that they are powerful enough to invade your territory at will.

Space=Time

- ▣ The more space you have between you and a subject the more time you have to react to them
 - ▣ When someone does something you have multiple processes to do to catch up:
 - ▣ Observe action
 - ▣ Brain processes what it has seen
 - ▣ Brain forms a response to action
 - ▣ Body reacts how brain tells it to (fight, flight, freeze)
- We are always going to be reacting to someone else's actions

Varying rules of Social Distances

- ▣ The rules about social distance vary with different groups of people. You can detect this by watching people's reactions. If you feel safe and they seem not to feel safe, back off. If they invade your space, decide whether to invade back or act otherwise. Turning sideways is an easy alternative for this, as a person to the side is less threatening than a person at the same distance in front of you.

Varying Rules for communication

- ▣ Different folks communicate with different styles:
 - Some raise their voices, though they are not becoming angry or aggressive.
 - Some waive their arms, though they are not getting violent.

Crowd Control

- ▣ “Crowd Management” is defined as techniques used to manage lawful public assemblies before, during and after the event for the purpose of maintaining their lawful status. This can be accomplished in part through coordination with event planners and group leaders, permit monitoring, and past event critiques.

- ▣ “Crowd Control” is defined as techniques used to address unlawful public assemblies, including a display of formidable numbers of police officers, crowd containment, dispersal tactics and arrest procedures.
- ▣ The guys in the big scary suits with the big sticks and loads of pepper spray.

Pre-Event Intelligence

- ▣ Where are we going to be?

Dangers in the area

- Residents/businesses we need to worry about
- Max lines
- Highways or busy roads
- Natural occurring dangers
- Over watch them and us
- Weather, no one shows when it rains

Our Crowd

- ▣ What individuals are likely to be at the event?
 - Will people with a motive use the event as a means to get their point across?
 - Can a few subjects influence the masses to react to something?

Monitoring

- ▣ Maintaining constant surveillance of any gathering can keep us up on any change in behavior.
 - Sudden changes in tone
 - Surges to certain areas , or movement towards/away from something
 - Weapons or other instruments observed
 - Certain people within group trying to illicit a response.

Communicate

- ▣ If you see something odd, dangerous, peculiar, etc. Share that information.
 - Communicate with fellow CERT/Volunteers and police.
 - It doesn't need to be a story just briefly what you observed.
 - Remember the important things to describe: who, what, where, when, why and how.

Positions

- ▣ Before an event positions will be assigned
 - Important to stay there, do not enter the crowd.
 - Stay focused, unless something comes up that is an emergent issue that needs to be dealt with stay with your assigned task.
 - If you need to leave the position communicate, why where you are going etc

Roles that CERT/BPD Volunteers could play in events

- ▣ Visible presence- providing a visible assembly for people to see during events.
- ▣ Information supply-advising people where they can go, where to get help etc.
- ▣ Guides-If a calm crowd were needed to be moved providing direction for them.
- ▣ First aid and Lost child coordination-provide a contact point to provide support and to coordinate searches for children or parents.
- ▣ Liaison to BPD staff at event.

Physical barricades

- ▣ Barricades are generally fencing or other temporary items
 - They won't hold people in who want out
 - They are helpful at directing people where they should and shouldn't be
 - Don't expect them to provide you any physical protection.

If the crowd turns ugly?

- ▣ If a calm crowd turns from violent what are we going to do?
 - CERT/Volunteers will back out
 - At least 2 designated rally points
 - If you can't reach the pre-designated rally points remove yourself to a safe location.

Safety

- ▣ If things turn from peaceful to unruly we are not going to jeopardize our safety to protect property. If things get bad BPD or other LE will take over and deal with it. CERT and Volunteers are not equipped or trained to handle unruly crowds.
- ▣ What does this mean: don't jump in front of a charging bull, get out of the way.

Sources

- ▣ www.changingmids.org
- ▣ www.osha.gov
- ▣ www.nlg.org/news/statements/FinalOPDCrowdControlPolicy.pdf