

# Increase Officer Safety by Defusing Difficult Encounters

**BJA**  
Bureau of Justice Assistance  
U.S. Department of Justice



**Crisis**

Perform a threat assessment  
Maintain a tactical advantage  
Control emotions  
Use active listening  
Provide alternatives for a peaceful resolution

**Calm**

[www.valorforblue.org](http://www.valorforblue.org)  
#spotlightonsafety

MANAGED BY  
**IIR**  
Institute for Intergovernmental Research

This project was supported by Grant No. 2016-VI-BX-K003 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the U.S. Department of Justice's Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking (SMART). Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Justice.