

42nd Annual InterCourt Conference



Session 3A: Field and
Office Safety: Staying Safe
Wherever You Are

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Hilton Columbus at
Easton Town Center
Columbus, OH

FACULTY BIOGRAPHIES

ANTHONY PRESIDENT is a Master Trainer, International Speaker and author of the book “Invincible Social Worker.” He has empowered and inspired more than 100,000 people to perform, produce and partner better at their places of work. Thousands of companies and organizations have been transformed as a result of Anthony’s work. With over 20 years of facilitation experience, Anthony utilizes a broad range of active learning methodologies to engage and inspire learners to put new ideas into practice creating tangible results for their organizations.

Anthony launched his training career and gained his expertise in social services as the Senior Training Officer for the Cuyahoga County Department of Child and Family Services, the largest Human Services agency in the State of Ohio. Prior to founding Presidential Consultants in 2000, Anthony spent a decade in the corporate arena as a Sales Executive and Sales Manager across two Fortune 500 organizations. An award-winning trainer, Anthony brings high energy and his signature humor to a wide range of topics including diversity and inclusion, leadership, workplace safety and wellbeing. Anthony is an alumnus of John Carroll University in his native Cleveland, Ohio.

Field & Office Safety: Staying Safe Wherever You Serve

Anthony President
CEO & Founder
Presidential Consultants, LLC





PRESIDENTIAL CONSULTANTS



Staying Safe

Wherever You Are

ANTHONY PRESIDENT
FACILITATOR

Field & Office Safety Model



Vigilance
(What If ...?)



Assess your safety at
all times (Gift of Fear)



Safety Focus (Always
make safety your first
thought, not your last)



Therapeutic Authority
(Respectful, Helpful
Relationships)

Before You Leave the Agency Create a PLAN for each visit



Pre-visit call
your client



Learn the client's
trauma history



Ask the
referral source



Navigate the
neighborhood virtually

Before You Leave the Agency Defuse Pre-Visit Agitation with ROYAL



Recognize &
Acknowledge
(fear, frustration,
anger, pain)



Offer Assistance
(here's what I can
do for you today)



Yes WE can attitude
(convey teaming)



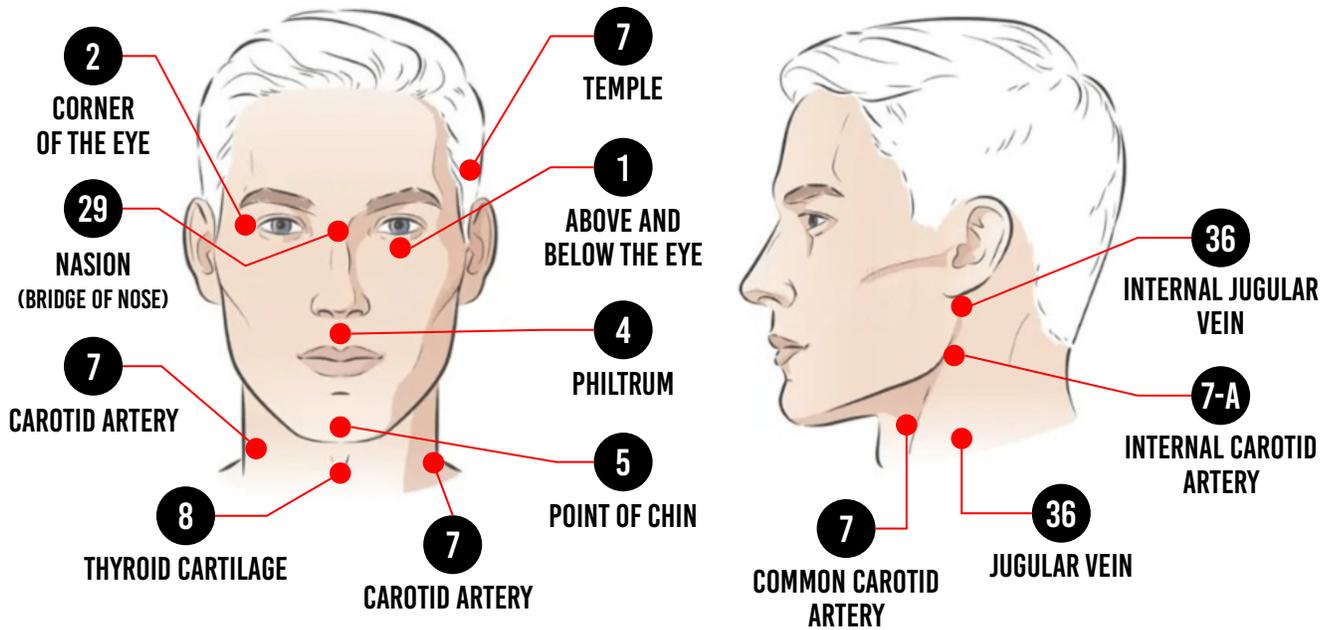
Agree on a solution
(make it
even-different or
bigger)



Leave them in awe
(a little something
extra, unexpected)



Pressure Points to Attack



CHOKES AND BLOWS MAY BE ADMINISTERED AGAINST THESE AREAS

People Who May Pose a Safety Threat in the Office



Mood

- despair, frustration, anger, irritability, volatile



Appearance

- blood-stained, intoxicated, holding/carrying what may appear to be a weapon, dilated pupils



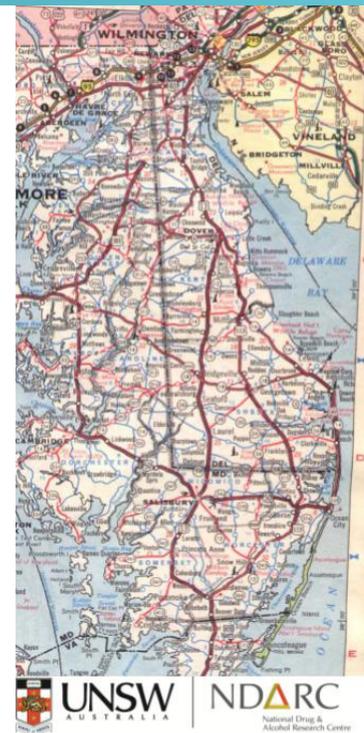
Physical Activity

- pacing, wringing their hands, restless, damaging property



Speech

- slurred, incoherent, offensive, loud, cursing



Language to Neutralize Common Anger

NORMALIZE:

"It's completely understandable that you feel upset in this situation because ... "

"A lot of our folks feel the same way when they experience something like this. You're not alone in feeling frustrated because ... "

EMPATHIZE:

"I can see that this is really challenging for you, and I want you to know that I'm here to listen ... "

"It must feel really frustrating to deal with this, and I get why you would feel that way ... "

STRATEGIZE:

"Let's work together to come up with a plan that helps you feel more in control of this situation ... "

"What's one small step we can take right now to make things better moving forward?"

ORGANIZE:

"Let's break this down into smaller parts and figure out what's most important to focus on first ... "

"I think we can make this easier if we tackle one piece at a time. What would you like to start with?"

REALIZE:

"I think it's important to recognize that this situation may not be as permanent or as overwhelming as it feels right now ... "

"Sometimes, we forget that there are other perspectives or solutions we haven't thought about yet. Let's take a step back and consider some new possibilities ... "



De-Escalation in the Heat of the Moment



Clarify your Position (I'm here to help, how can I support you?)



Listen Actively (content & feeling)



Empathize



Address their immediate concerns



Recommend a Solution (just for today)

Client in Crisis-C.L.E.A.R. - Language

Clarify your position:

"I'm here for you, and my only goal right now is to help. I know things feel overwhelming, but we'll face this together."

Empathize:

"It makes sense why you're feeling the way you are. This situation is a lot, and it's okay to feel upset. I see how much it's affecting you, and I'm here to help."

Listen Actively:

"It sounds like you've been carrying so much. I'm here, fully present, to listen to what's weighing on your heart."

Address their concerns:

"Let's start with what's hurting the most for you right now. What's one thing we can focus on to make this moment a little easier for you?"

Recommend A Solution, Just for Today:

"I know we can't fix everything right away, but for today, let's find one small thing we can do together to make this a little better. One step at a time, okay?"



Take Back to the Desk Action Plan Break Out Room



NOTES:

Based on the ideas discussed today, please create your personal plan of what you will ...

START



STOP



CONTINUE



CHANGE



RESUME



