

# SEPTEMBER IS NATIONAL REALTOR SAFETY MONTH

The nature of your business puts you in a vulnerable situation. Always **TRUST YOUR GUT!**



## *Situational Awareness*

Being aware of one's surroundings, identifying potential threats and dangerous situations. It's a mindset and easy to learn! It should be your 1st line of defense as there may be times when the only tools you have are your body and mind.



### *Strategies:*

**Observe:** Be aware of what's happening around you. Pay close attention to people & details. Know your escape routes. Look for potential weapons available in your location if needed. When you step in or out of a room/house/building look to your right & left. Be present, scan your environment. Keep your HEAD UP. An assault often takes place when you are unaware, preoccupied, distracted or multi-tasking.

**Practice Being Mindful:** When walking into a business, take note of a few things about your environment. Number of workers behind the counter, how many entrances/exits are there, the clothing/gender of the person behind you. Is the person next to you male or female? What color is their shirt? This helps train you to pay attention to details.

**Baseline vs Abnormal:** Every environment and person has a baseline. Baseline is what's 'normal' in a given situation. We establish baselines so we can spot something that seems odd or abnormal. Abnormal would be things that either *don't happen and should* or *do happen and shouldn't*.

### *Body Language to Look for:*

Most people try to get along and are relatively comfortable in most situations. They aren't paying much attention to their environment. People are caught up in their own thoughts, what they're doing or looking at their phone. This would be baseline or normal behavior. Look for people who are intimidating, pushy, may seem uncomfortable, perhaps looking over their shoulder or showing interest in a certain person or object that seems odd. This would be abnormal and deserves more attention. You must be present and mindful to be able to pick up on abnormal behavior.

### *Have an Action Plan:*

Your plan should be based on what you observe. Seconds matter. You may not have time to formulate a well thought out plan. What's more, the stress of the event will muddle your decision making. So, in addition to observing and asking yourself the baseline and abnormal questions every time you enter an environment, ask yourself, 'what would I do if my gut says something isn't right here?' In other words, come up with an action plan(s) before it is needed.

### *Starting Today:*

Start observing people, establishing baselines and identifying abnormal behavior while you are at work, the gym, grocery store and most important, while showing houses. Start coming up with action plans on what you would do in that specific situation if you see a possible threat. Don't be paranoid, just be mindful. Do this day in and day out and you will have an extra layer of protection to keep you safe.