

Lesson 2: Reaction vs Response of Untrained vs Trained

School Safety & Security Audiocast hosted by Brotherhood Mutual
Guest Vaughn Baker, Strategos International





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Stages of the Untrained Person*

- Normalcy bias
- Disbelief
- Denial
- Panic
- Helplessness

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The **untrained** person *reacts*.

The **trained** person *responds*.



Stages of the Trained Person*

- Crisis acceptance
- Awareness
- Recall tasks/training
- Urgent response

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“Physiologically, absent training, the human mind makes decisions primarily based on sight, not hearing.”



Physiological Response During a Crisis

Sympathetic nervous system activates:

- Dry mouth
- Tunnel vision
- Auditory exclusion (difficulty hearing)
- Diminished fine motor skills
- Increased heart rate and blood pressure



“In the absence of direction,
people will self-direct.”





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