



Crowd Safety – A Question of Mindset



Colonel **Dr. Bernd Bürger**
M.A. Criminology and Police Science
M.A. Public Administration – Police Management
docbb.de | publicorderpolicing.com



POLITIEACADEMIE

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Bereitschaftspolizei



Agenda

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Crowd Psychology



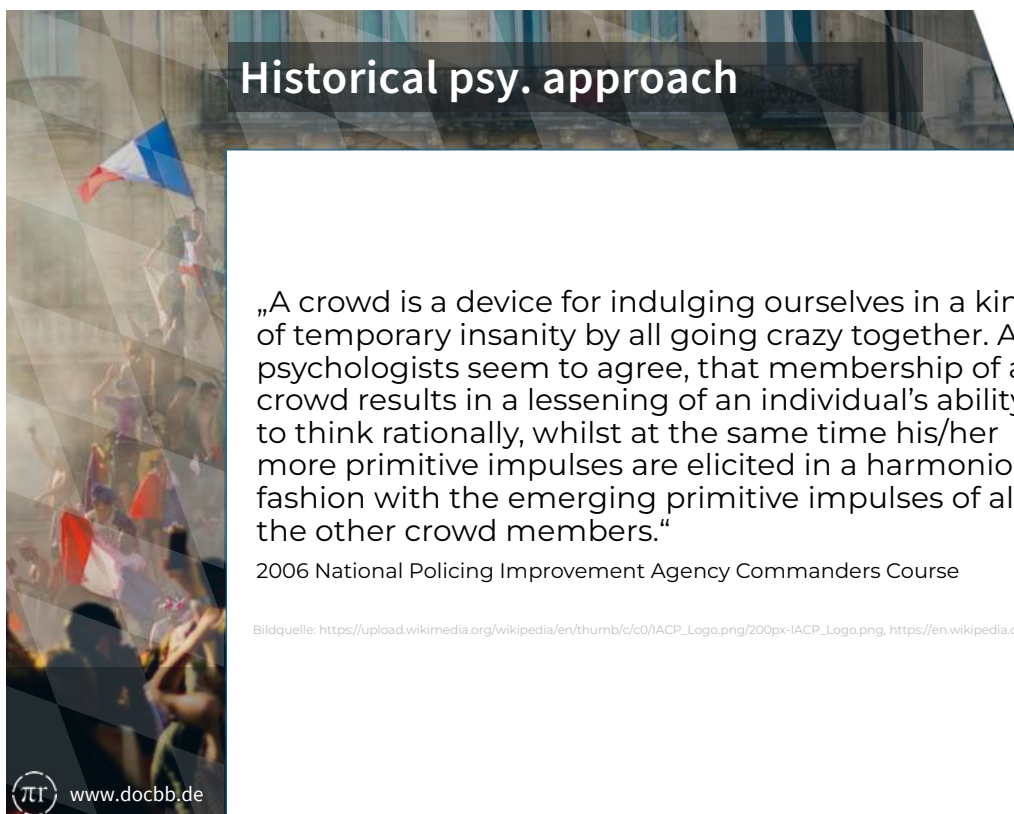
Importance of (a common) Mindset



Aspects of a Professional Mindset Regarding Crowds



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Historical psy. approach

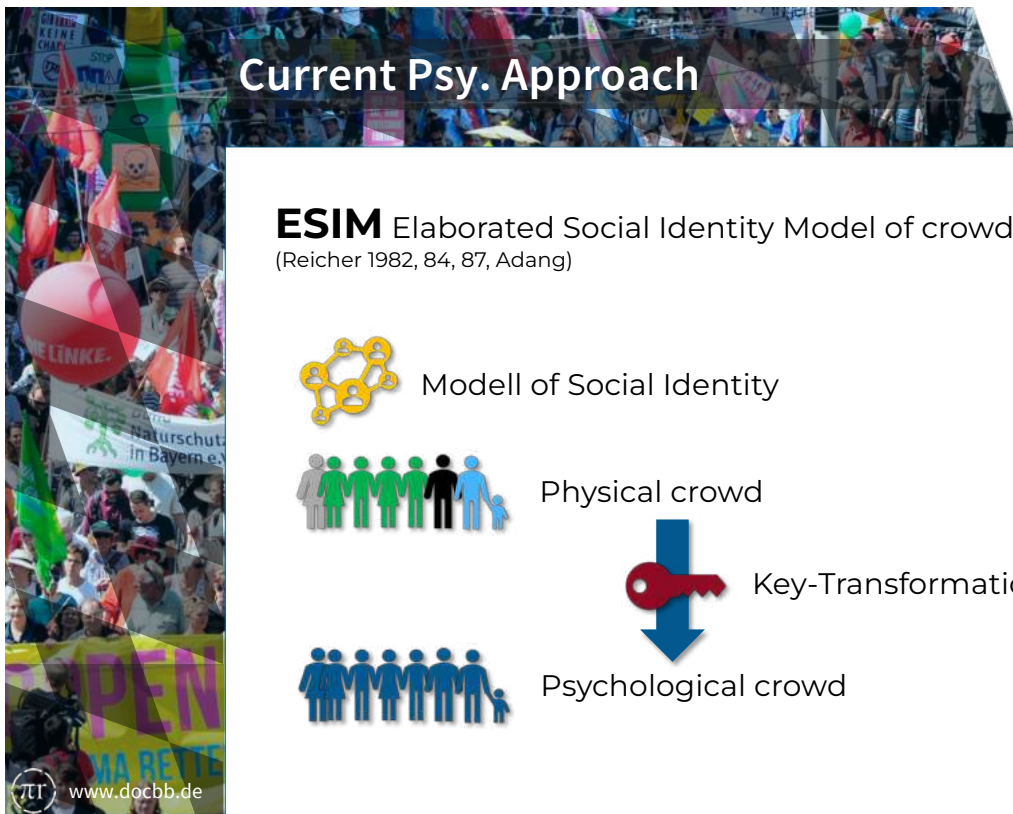
„A crowd is a device for indulging ourselves in a kind of temporary insanity by all going crazy together. All psychologists seem to agree, that membership of a crowd results in a lessening of an individual's ability to think rationally, whilst at the same time his/her more primitive impulses are elicited in a harmonious fashion with the emerging primitive impulses of all the other crowd members.“

2006 National Policing Improvement Agency Commanders Course

Bildquelle: https://upload.wikimedia.org/wikipedia/en/thumb/c/c0/IACP_Logo.png/200px-IACP_Logo.png, https://en.wikipedia.org/wiki/National_Policing_Improvement_Agency



NPIA
National Policing
Improvement Agency



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ESIM Elaborated Social Identity Model of crowd behaviour
(Reicher 1982, 84, 87, Adang)



Modell of Social Identity



Physical crowd



Key-Transformation



Psychological crowd

Current Psy. Approach

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There is not **ONE** assembly / **ONE** crowd



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Bildquelle: <https://hiksch.com/2015/06/10/grosdemo-gegen-g7-gipfel-40-000-in-munchen-auf-der-strasse/>

Current Psy. Approach

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Bildquelle: <http://almuc.blogspot.eu/files/2019/02/siko-3.jpg>



Importance of Mindset



System 1



System 2

Common Mindset



ESI
Event Safety
institute



Security

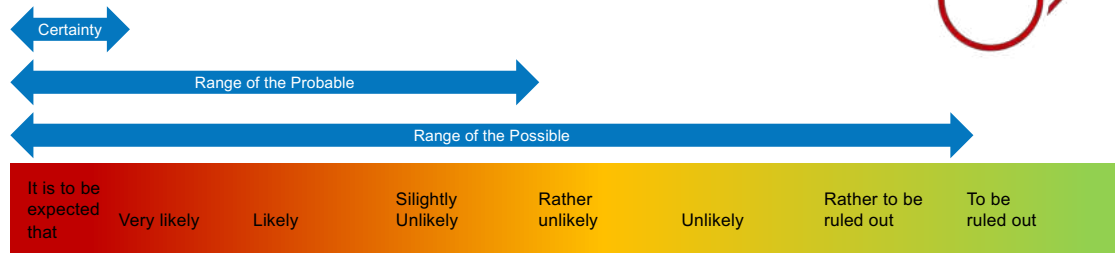


Common Mindset

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- Scenarios: probable – possible?
- High-Impact Scenario



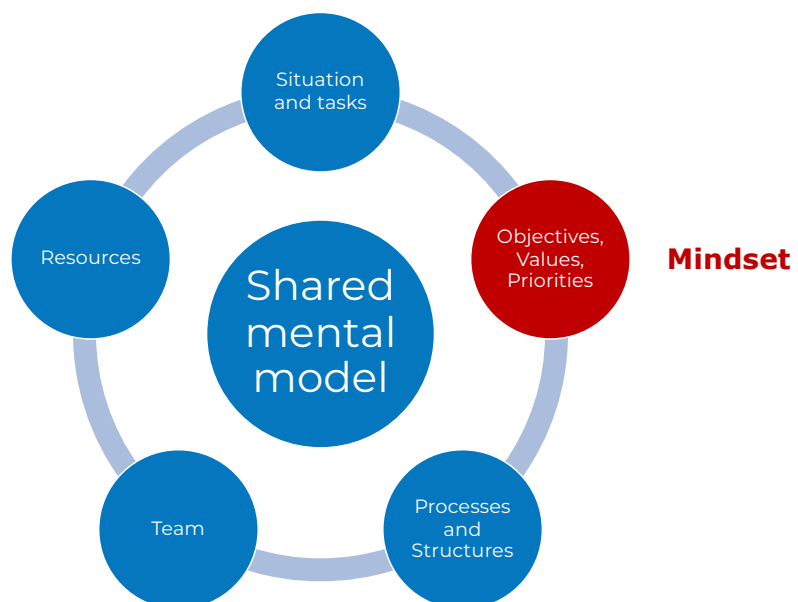
"We have no confirmed evidence that they are not mobilizing."

"It cannot be ruled out that..."

Baserate!!!

Common Mindset

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Common Mindset

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Mindset

- Everyone should have a great day
- Be informed
- Communicate



Communicate

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 Explain rules and consequences





Communicate

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(Tactical) Communication

 Objective: strengthen trust / positive stereotyping

-  De-escalative effect
-  Foster self-policing

 **Effective (study)!**

 Who?

-  Loudspeaker Car
-  Tactical Communicationteams
-  All official personnel



Communicate

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(Tactical) Communication

 By:

-  Giving information
-  Communicate plans
-  Explain what officials did
-  Clarify rumors
-  Point out infractions
-  Normal language
-  Nonverbal communication



Communicate

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Nonverbal Communication



Conscious and active use



Tactical profile needs to meet the situation



Kind, number and arrangement of vehicles



Kind, number and arrangement of visible officers



Worn gear (regular uniform, pom-uniform, protection, helmet, balaclava)



Speed of movement



Visible use of police cameras



Principle: open, friendly, helpful, communicative, cooperative



Essential: small gestures



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Nonverbal Communication



Communicate

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Nonverbal Communication



Bildquelle: <https://www.spiegel.de/politik/deutschland/liveticker-zum-g7-gipfel-in-elmau-die-nachrichten-in-echtzeit-a-1037131.html>

Common Mindset

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Mindset

- Everyone will have a great day
- Be informed
- Communicate
- Facilitate
- Differentiate
- Smart Policing



Change your perspective



Think outside the box

Lage und
Aufgaben

Ressourcen

Gemeinsames
Mentales
Modell

Objectives,
Values,
Priorities

Prozesse
und
Methoden

Team

Common Mindset

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Common Mindset

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- We expect all deployed officials to be friendly and courteous to all people, regardless of which group they belong to. Any positive interaction is expressly welcomed.
- We rely on **cooperation and communication** with all groups and parties involved from the very beginning. The use of tactical communication with and without loudspeakers as well as anti-conflict teams enjoys the highest priority.
- We do not take any measures without justifying them (if necessary, afterwards) and will announce (and justify) any measures beforehand as far as possible. We cooperate on an equal footing and use delegated authority only as a last resort.
- Communication, cooperation and persuasion are the means of choice. The highest value is placed on creative resolution of conflicts and the avoidance of negative stereotyping, solidarization or escalation.

Common Mindset

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When the crowd is on your side,
it's easier to play up to your potential.

Julius Erving – Basketball legend

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„Mutual trust is the catalysator for further events“



Contact

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Col. Dr. Bernd Bürger

M.A. Criminology and Police Science

M.A. Public Administration – Police Management



publicorderpolicing.com/buerger



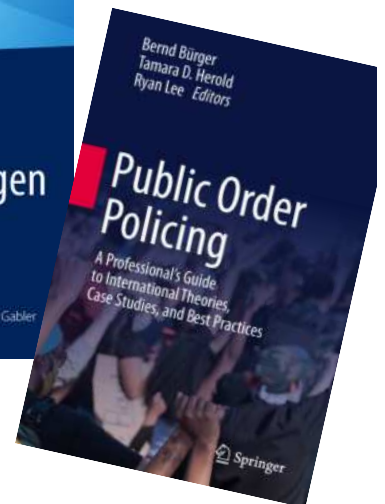
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