

**Welcome,
GPADC!**

Tools of the Trade

Why Does Carpenters' Hall Exist?

Constructed by the Carpenters' Company

Organization originally formed for mutual aid / regulatory purposes.

Eventually, the institutional functions of The Company necessitated a building.



The Contributions of The Carpenters' Company



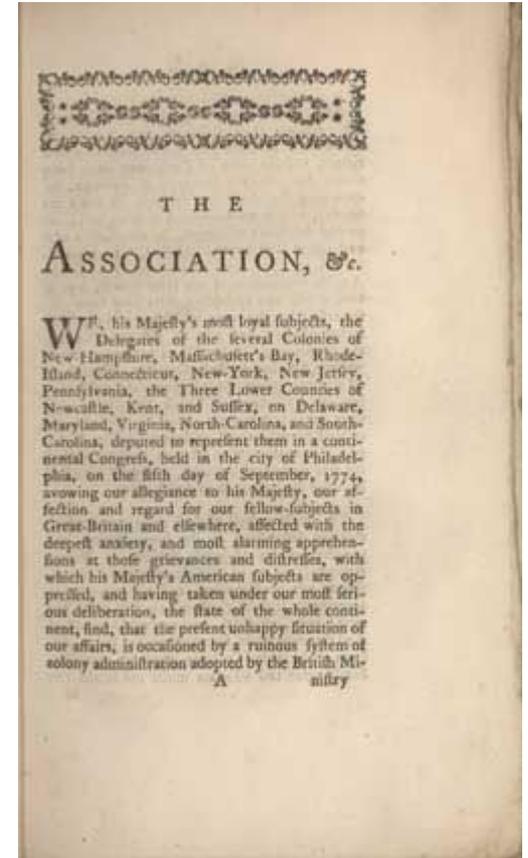
The First Continental Congress

September 5 - October 22, 1774

Why did they meet here?

Who met here?

What did they accomplish?



Print of the Continental Association, printed by William and Thomas Bradford, 1774

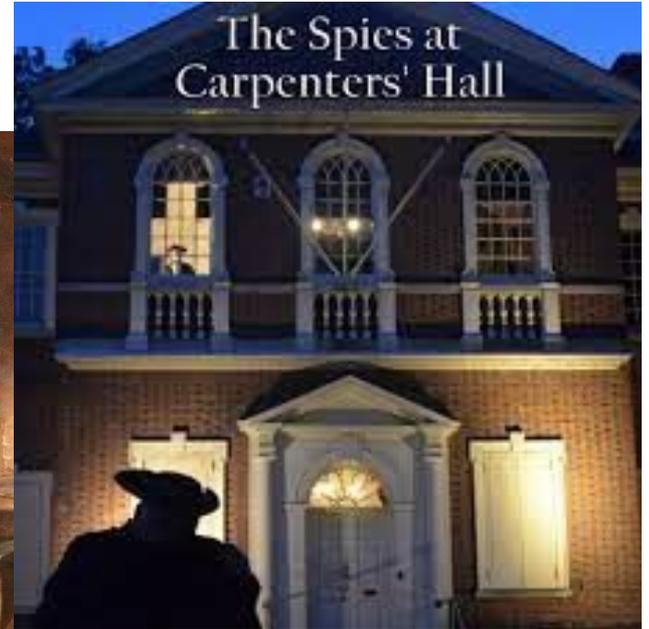
The Bonvouloir Affair and Bank Robbery

Bonvouloir:

December 18- December 27, 1775

Robbery of Bank of Pennsylvania:

August 31, 1798



Interpretation in a time of COVID19

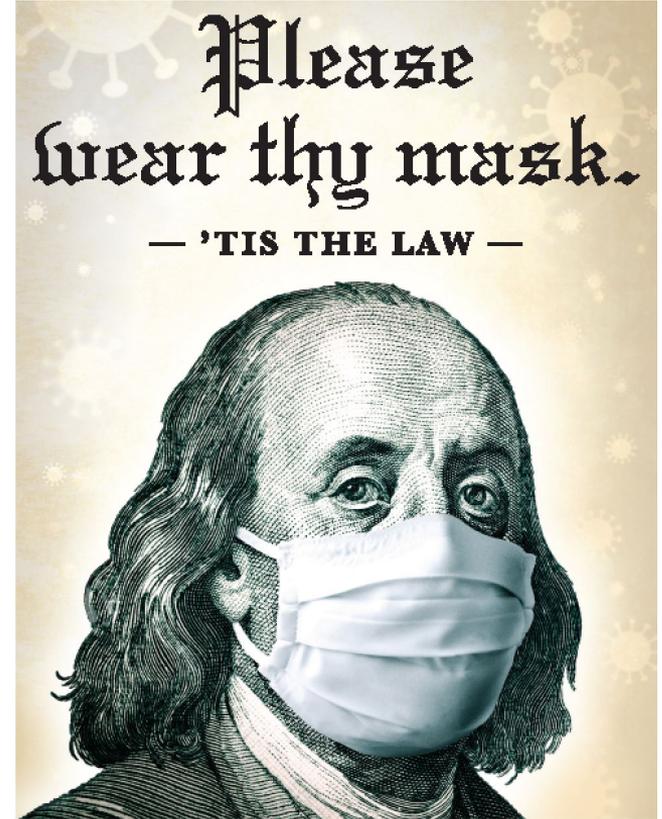
Initially, lots of online programs.

Temporary loss of docent cohort

Mask mandates, capacity limits

Event Cancellations

Anti-mask/anti-vax



De-escalation in Docent-ing Situations

My ideas on this are an interpretation of a more severe system called “TACT2”

Goal 1: how to calm and emotionally disarm agitated people before a tense situation gets out of hand.

Goal 2: respect the dignity of yourself, your colleagues, the other guests and the agitated person.

First thing to try: “The Look”

Stop what you are saying, plant your feet firmly and the ground and simply look at the agitated guest.

You don't want to delay this. If it doesn't work within 15-30 seconds, move to the next step.



Second thing to try: “Verbal Warning”

Ask the person to stop what they’re doing in a clear, firm, calm voice.

Do not yell, do not argue, do not debate.

Attempt this 2-3 times before moving on to the next technique.



Third thing to try: “Change the Setting”

Ask the agitated person to leave the room / area. If they agree, you can either leave it at that or follow them and address their frustration in a different setting.

If you follow them, don't follow them into a setting where you would be alone with them.



Finally: Call on outside intervention

Call on your colleagues or security to “back you up.”

Multiple people reinforcing the message is a good way to get someone to calm down.

Determine if you need to get security or maybe police to escort this person off premises.

Hopefully it doesn't have to get this far!



General tips

Don't raise your voice, don't argue, don't debate.

If possible, don't approach the person too closely- give them space.

Don't touch them

Don't be alone with them.

Be as safe as you can!

Try to give them an out / Let them save face.

If they calm down, don't dwell on their agitation or bring it up again.

Report the incident to your supervisor as soon as you are able to. Even if you saw it as being a relatively minor event.

Thanks guys!

Questions?



Plugs

TO BUILD A MORE PERFECT UNION: ARCHITECTURE & DEMOCRACY

On October 12, 2021 at 5:30 PM @ Carpenters' Hall

FIRE MARKS: THE VISIBLE PROOF OF INSURANCE

On October 28, 2021 at 5:30 PM @ Carpenters' Hall

THE DAVID MCCULLOUGH PRIZE FOR EXCELLENCE IN AMERICAN PUBLIC HISTORY

On November 9th at 5:30 PM @ Carpenters' Hall