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HOW TO PROTECT YOURSELF AND YOUR FAMILY

Harry van Bommel

Crimes are committed against vulnerable people; not against prepared people. Your body language, safety precautions at home and work, and the ability of your family to protect itself will tell you if you are vulnerable. The tips in this book can help you ensure that you and your family are not vulnerable. Different situations require different degrees of preparation. This book is designed to help you determine your response before situations arise.

Awareness of the surrounding area and people's activities around you are the most important aspect of assault prevention. To help prevent or minimize your chances of being involved in an assault situation you can:

- **THINK** about potentially dangerous situations. Imagine yourself, and/or your family, in different kinds of situations and ask yourself "What would I do if...?" Your imagination should include situations in your home, at work, using public transit, travel scenarios, and vacations away from home.
- **TALK** about these situations with your family, friends, colleagues and neighbors. Compare and contrast solutions.
- **PLAN** how you might react using your verbal and non-verbal skills plus any physical techniques you feel comfortable using (e.g., strong kick to the shins and then getting away). Take a self-defense program and then teach other family members or take a course together.
- **PRACTISE** so that your mental reflexes are conditioned to respond rapidly and effectively. Your reaction time should be similar to how you would react if a child ran in front of your car.

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YOURSELF & YOUR FAMILY

Harry van Bommel



HOW TO PROTECT YOURSELF AND YOUR FAMILY

Harry van Bommel is the author of more than 25 books and has appeared in over 150 television, radio and print media interviews. With over 25 years of leadership experience, he consults on management and staff development, learning skills, home and hospice care, and personal development. He speaks internationally and advises clients in health care, social services, business, education, and government. His focus has consistently remained one of providing people and organizations with practical, easily accessible information. He has a Masters Degree in Adult Education and holds the professional designation of Certified Training and Development Professional (CTDP) – one of only about a 100 professionals to do so. Mr. van Bommel is the Executive Director of the Professional Skills Development Institute, and the not-for-profit Legacies: Family and Community Resources.



Harry van Bommel

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A Memory Aids

A content guide is a sequential preview and summary of what exists in the resource. Content guides are used most often by people who prefer to remember information in a sequential, logical format.

A memory map is a diagram that previews and summaries the contents of each resource. Memory maps are used most often by people who prefer to remember information in a visual format.

There are several approaches for using these content guides and memory maps. Either:

1. Use the content guide and/or the memory map to preview the resource.
2. Use the content guide and/or the memory map to review the resource after you have read it.
3. Use the content guide and/or the memory map to preview and review the resource.

When you have decided how you want to use the content guide and/or the memory map you can begin to add your own personal notes and ideas directly to these basic preview-review pages. Use your creativity to add personal points to these pages so that they will serve you better as a memory tool. Use different colored pens to highlight specific points or to color code significant points to information in other resources. Change the order of the information or revise the diagrams in whatever ways you think might help you. Do not be restricted by what I have presented since the content guides and memory maps represent only one way to remember the knowledge and skills in the resources.

Content Guide

Awareness:

THINK, TALK, PLAN PRACTISE

Home Safety

Child Safety

Street Safety

Assault Situations

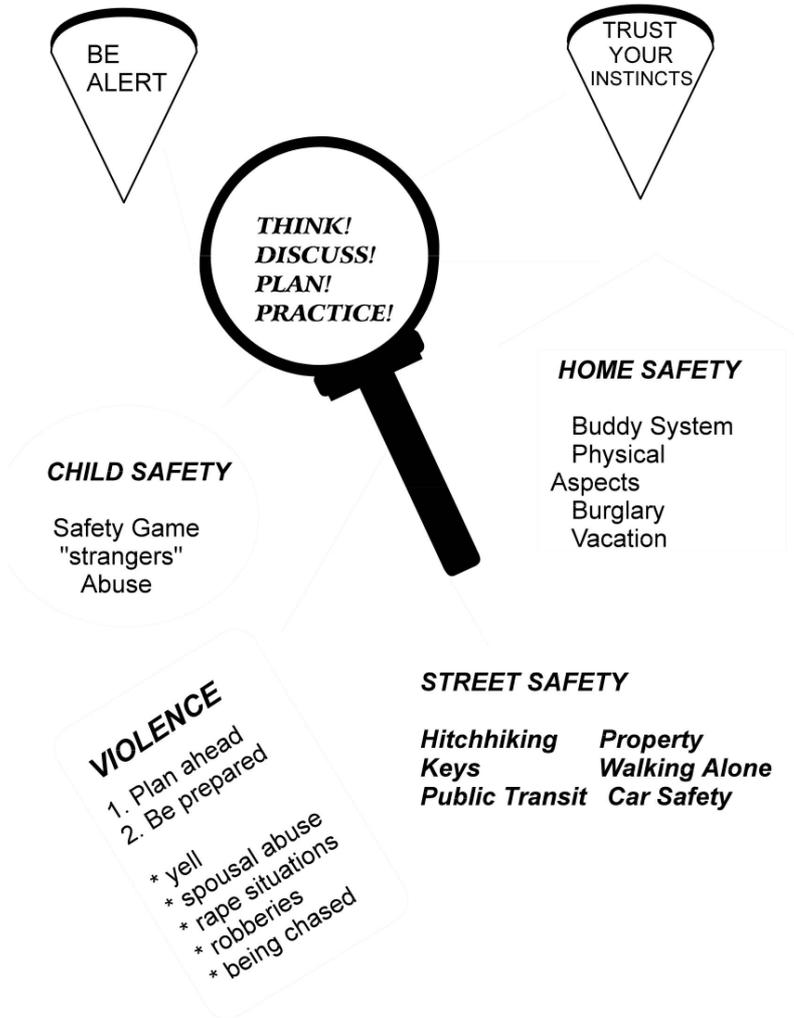
“Will I Panic?”

Home Safety Checklist

Identity Game

Self-Awareness Quiz

Memory Map



Introduction

Awareness of the surrounding area and people's activities around you are the most important aspect of assault prevention. To help prevent or minimize your chances of being involved in an assault situation you can:

- **THINK** about potentially dangerous situations. Imagine yourself, and/or your family, in different kinds of situations and ask yourself "What would I do if...?" Your imagination should include situations in your home, at work, using public transit, travel scenarios, and vacations away from home.
- **TALK** about these situations with your family, friends, colleagues and neighbors. Compare and contrast solutions.
- **PLAN** how you might react using your verbal and non-verbal skills plus any physical techniques you feel comfortable using (e.g., strong kick to the shins and then getting away). Take a self-defense program and then teach other family members or take a course together.
- **PRACTISE** so that your mental reflexes are conditioned to respond rapidly and effectively. Your reaction time should be similar to how you would react if a child ran in front of your car.

Crimes are committed against vulnerable people; not against prepared people. Your body language, safety precautions at home and work, and the ability of your family to protect itself will tell you if you are vulnerable.

The following tips can help you ensure that you and your family are not vulnerable. Enjoy learning them and keep in mind that different situations require different degrees of preparation. This resource is designed to help you determine your response before situations arise.

N.B. The principle of using these interviewing skills effectively is to participate actively in the process of using these skills, organize your skills, persist during difficult times, and be creative. The more effectively we use our skills, the more time we have to enjoy other parts of our lives.

Self-Protection Tips

Awareness

The following tips will give you some suggestions about how you can be aware of your immediate surroundings and any people around you. The way you react to people and things around you will depend on the specific situations.

WALKING

- Keep your head up.
- Maintain a brisk and steady pace as if you had somewhere to go.
- Look around you in a complete circle to be aware of your surroundings and notice people close to you.
- When you exit the bus or your car and you feel unsure about your surroundings do a complete 360 degree turn — this not only lets you see what is happening around you but also tells anyone watching you that you take your safety seriously.

TRUSTING INSTINCT

- Your mind stores thousands of pieces of information which it uses to warn you that something is wrong. **TRUST YOUR INSTINCTS** when you feel uncomfortable and get away from whatever situation you are in. You will only know if you were wrong if you ignore your instincts — is it worth the risk?

WHEN NOT TO FIGHT

- You should never fight someone who is trying to steal property. Losing a wallet, T.V. or even a car is not worth the risk of personal injury.
- If someone attempts to steal a purse, wallet or is in the process of burglarizing your home do not attempt to stop them — rather take down a mental picture of them to help identify them to the police.

Home Safety

Your home can be one of the safest places for you to be if special precautions are made. The saying that “one’s home is their castle” is true. Never feel obligated to let someone in your home whether they are family, service workers or strangers. Most assaults occur in people’s homes, not in a dark alley at 3:00 a.m.

BUDDY SYSTEM

- If you live alone, try to establish a buddy system with friends or neighbors to do your shopping and laundry together if you feel the slightest uncertainty about doing it by yourself.

HOME ALONE

- Always draw the curtains or blinds at night to prevent people outside from looking in.
- It is a good idea to have lights on in different rooms of your home so others think that there are a number of people home.
- A dog is one of the best ways to protect yourself at home. Size is not important as long as it makes a lot of noise.

KNOW YOUR NEIGHBORHOOD

- When you move into a new home check the following points:
 1. the phone number of the emergency services in your area (Does your community have a 911 emergency number?),
 2. police recommendations for safety precautions for your area,
 3. where outdoor pay phones are located,

4. which stores and restaurants are opened late in case you need help,
5. see your neighborhood the way your children do – let them take you on a tour through their favorite short cuts, hide-outs and play areas.

GIVING OUT INFORMATION

- Do not give out information about your family, friends or neighbors to anyone.

OUTDOOR HOME LIGHTING

- All entrances should be well lit to discourage people from hiding outside your home.

VISIBLE HOUSE NUMBERS

- The house numbers should be large, clear and visible so that emergency vehicles can locate your home easily.

DOOR PEEP HOLES

- Outside doors should be equipped with a peep hole to allow you to see clearly who is outside.

DEAD-BOLT LOCKS

- Outside doors should be equipped with a one-inch dead bolt lock for greatest security.

WINDOWS AND SLIDING DOORS

- Windows and sliding doors need special locks. You can also regulate how far they will open with special locks or with a sawed-off broom handle in the track runner.

BURGLAR ON PROPERTY

- If you see someone suspicious around your home or the home of a neighbor call the police immediately. Do not assume that someone else has already done so.

Instincts

- If your instincts tell you that there is someone inside or outside your home who should not be there, follow those instincts and call police.

Lights

- If you suspect someone is outside then make sure, after calling police, that all outside lights are on and that some inside lights are on. Do not allow your silhouette to be seen as you do this.

Sleeping

- If you wake up and there is a burglar in your home pretend to be asleep. He will probably not harm you if he thinks he can take what he wants and escape unnoticed.

Escape Plan

- If a prowler enters your home and you are near an exit, escape if you can and call the police from a neighbor's home. Practise an escape plan – like a fire drill – with your family or household members.

“Safe Room”

- If escape is not possible try to lock yourself into a room (e.g., bathroom) until the person has left.

Confrontation

- If confronted by the burglar, remain calm and co-operative. Follow orders without hesitation or sudden movements. Do not assume that there is only one burglar. The chances are that there is someone outside or in a waiting car.
- Try to get a clear description of the person, their car, direction they left, etc. Note down these descriptions as soon as they have left and you have locked all doors and windows. Do not disturb anything until the police arrive.
- Never use force to protect your property.

Coming Home

- If you arrive home and suspect that it has been burglarized, do not enter (the person may still be inside). Go to a neighbor and call police.

VALUABLES

- Check with the local police department about inscribing identification numbers on your valuables or record serial numbers and store them in a safe place.

DOCUMENTS

- All original copies of important documents (e.g., birth and marriage certificates) should be kept in a safe, fireproof place. Wills should not be kept in a safety deposit box because they will be necessary immediately after someone dies accidentally.

- Photocopies of licenses, credit cards, car registrations, etc. should be kept in case you lose the original.

HIDING KEYS

- Never hide your keys in a “secret” place outside your home. Burglars will find them.

LOST KEYS

- If you lose your keys change all outside locks immediately.

I.D. ON KEYS

- Do not attach personal identification to your key chain. It makes it easier for someone who finds or steals your keys to get into your home or car.

TELEPHONE NUMBERS TO HAVE BY PHONE

- Attach a directory of the following numbers to your phone in large printed letters and numbers:
 - police
 - fire department
 - (general emergency number, e.g., 911)
 - ambulance
 - doctor
 - poison control
 - rape crisis center
 - your own name, address and phone number in case you mind goes blank in an emergency
 - your work numbers.

TELEPHONE SAFETY

- When speaking on the phone never say that you are alone.

Wrong Number

- If you receive a “wrong number” call, do not give out your own number. If necessary ask them to repeat number they wanted.

Your Name

- Use only your initial(s) with your name in the telephone book or any other public place.

Obscene Calls

- Do not respond at all to any obscene phone calls. Hang up immediately.
- If an obscene caller persists contact the police and phone company. If necessary change your number.
- Do not assume that an obscene call is some young prankster. These calls can be serious and should be treated as such.

Giving out Number

- Most of all, avoid giving your phone number to anyone except to family, friends, business related people and on official documents.

WHEN SOMEONE COMES TO THE DOOR

- Never open your door before finding out who is there. Check with your local police department to see if they have information forms on how to identify delivery and service people (e.g., police, fire fighters, utilities, department stores, delivery services, oil/gas companies, cable T.V. companies, and others):

Peep Hole

1. look through the peep hole or window to see who is there,

Ask ID

2. ask for identification from a service representative, salesperson, or official (e.g., police),

Service Rep

3. if a service representative unexpectedly comes to your home ask them for their office number, verify it against a police summary sheet or phone book to make sure this person should be at your home or ask the person to return after you have been notified by their office,

Blocking Door

4. if your door is partially open you can prevent someone from pushing it open if you keep your foot flat on the floor with your toes pushed up against the bottom of the door,

Call Police

5. call police or 911 if someone tries aggressively to get into your home,

Your Home

6. REMEMBER it is your home and you do not have to feel obliged to let ANYONE in.

ELEVATORS

- Stand by the controls if you can and face the other people in the elevator.

- If, for any reason, you feel uncomfortable with other people on the elevator do not get on or if you are already inside get off as soon as possible. Follow your instincts.
- Do not take an elevator, especially with someone you don't know or trust, if it is going in the opposite direction (e.g., it is going to the basement when you want to go up).

APARTMENT LOBBIES, MAIL ROOMS, LAUNDRY ROOMS

- Do not let strangers into your building by opening the door for them with your key or through your intercom system.
- If you are in any danger and are near your lobby intercom system push as many buttons as you can and ask someone to call for the police.
- If you get your mail from the mail room and there are no people around, take your mail to your apartment before opening it.
- Avoid being alone in an apartment laundry room. Either do laundry on the buddy system or leave the laundry in the machine and go back later when the laundry is done.

When Leaving on Vacation

NEIGHBOR'S VISIT

- Have someone drop in regularly to keep the grounds neat, check the inside of your home, water the plants, and collect your mail or any newspapers you may have forgotten to cancel. Having a neighbor park their car in your driveway occasionally is also an indication that someone is home.

CURTAINS

- Draw the curtains and blinds only partly before you leave and ask your neighbor or friend to change the positions of the drapes and blinds occasionally.

"TIMERS"

- Have lights, radio, and TV turned on in the evenings with timers you can buy in most hardware stores. This is useful even if you are out for only the evening.

DO NOT ADVERTISE BEING AWAY

- Do not tell too many people that you are going out for the evening or on vacation, or for how long.

LOCK DOORS/WINDOWS

- Lock all doors and windows to prevent easy access while you are away. Most burglaries occur through unlocked doors and windows (especially on second or third floors). Do not assume that balcony doors even on the highest floors of apartment buildings are burglar-proof.

HOUSE SITTER

- Have a house-sitter if you will be gone for an extended time.

DELIVERIES

- Contact your newspaper and other regular delivery services to cancel service. Do not inform them that you are going on vacation or when you would like service reinstated. Call them when you return.

INFORM SOMEONE

- Let a neighbor or a police officer know where they can reach you in an emergency. Also let them know when you expect to be back, so that if something occurs on your vacation, your neighbor will notify the police that you have not returned. Give a trusted neighbor a key to your home in case of an emergency.

Child Safety

SAFETY GAME

- Make a game out of the normal rules of child safety, e.g., equating “Look both ways before crossing the street” with “Don’t accept candy or rides from anyone without getting permission first”.

GOING WITH OTHERS

- Warn your children repeatedly against going away with someone without telling you first.

Strangers

- Never use the word “stranger” when warning your child, for a child cannot be expected to understand that service representatives, delivery people, the neighbor down the street, and family acquaintances should also be considered “strangers”. In many cases of assault the child knows the attacker.

Parents Set Example

- Warn your child repeatedly about letting you know where they are, emphasizing that by going anywhere without telling you first you will worry and be unhappy. You should not instill fear in the child but rather a respect for your happiness and concern. As children learn from example, it is a good idea for parents to tell each other and their children where they are going and when they expect to be back, so that the children feel a part of this system of mutual respect and concern.

LABELLING CLOTHES

- Avoid giving your child T-shirts or other garments with his name clearly printed on it. Strangers can use the name to address the child and therefore give the impression that they know the child and were sent by you to pick them up and drive them home.

“HELP DADDY”

- Teach your children to cry out “Help Daddy!” instead of “Help Mommy” if they are being chased or threatened. This is especially important if a grown man is chasing your child, for then by-passers will know that it is not just a father chasing his child to punish him.

MISSING CHILD

- If your child is late and your instincts or “gut” feelings tell you that something is wrong, notify the police immediately. Rather than waste valuable time searching for the child, get professional help from the police. This is especially true if someone, even another child, tells you that your child went off with someone. Minutes can make the difference between life and death. It is definitely better to be wrong in this situation than to hesitate, and the police are always very willing to help.

CHILD KNOWING I.D.

- Be sure that the child knows their full name, address, and phone number. This is essential information if the child is lost or injured. An imaginative way to help your child remember these things is to set their name, address and phone numbers (includ-

ing area code) to a nursery rhyme or song such as Three Blind Mice, Old McDonald, or London Bridge. It may seem silly to adults but your child may learn more quickly that way.

USE OF PHONE

- Teach your children to use the phone in an emergency. Have important numbers by the phone, including numbers where you may be (e.g., work number, and neighbors’ homes). At least the child should know how to dial “O” for the operator and give the necessary information.
- Signature telephones can self-dial several emergency numbers by pressing one button and may be a good to have for your children.

CHILD’S FRIENDS

- Get to know your child’s friends and their parents. Encourage your child to bring their friends over to the house.

NIGHT-TIME

- A child should not be out at night alone and should avoid playing near empty or isolated areas. A child should not cut through alleys or vacant lots or take other short cuts home. However, children will do things that are unsafe at times. It is important for parents to get to know their children’s neighborhood. Ask them to give you a tour so that if they do stay out late one evening you will know some of their favorite places to play.

HOME ALONE

- A child should not be left alone in the house. If this is unavoidable, they must be instructed not to let anyone in the house without your consent by phone. Many cases of child-molesting or assault involve people whom the child knows.

UNCOMFORTABLE TOUCHES

- A child should be taught not to let anyone (e.g., friend, teacher, or relatives) touch or caress intimate parts of their body. If this should happen, the child should report it to their parents, a teacher or another adult immediately.

ABUSE/INCEST

- In cases of child abuse or incest, the child must understand that they are never to blame. This is a most difficult task, for if the child is physically abused by a parent, their inclination is to believe that it was their own fault. To help a child, one must talk openly and listen lovingly.

The Child Getting Help

- A child should be told that if they fear assault or abuse, they should run away immediately. This is hard to explain but important advice when it applies to the home environment. The child should not try to fight back but rather run away immediately to a neighbor, a relative, a friend, or should call the Children's Aid Society's 24-hour emergency number or one of the "hot line" numbers in the phone book.

The Adult Getting Help

- Obviously the burden of protecting a child from abuse or incest lies within the family. If you fear hurting your child, request a neighbor or a friend to take the child for a little while when you need a break, or call your Children's Aid Society, who will be very willing to help. Also there are various organizations, including "Parents Anonymous", and telephone hot lines where you may find help.

Street Safety

WALKING ALONE

- Generally avoid walking alone at night in poorly lit, isolated streets and in high crime areas. When you cannot avoid such areas (e.g., because of your work) try to go to your car or public transit with someone else.

“EMERGENCY MONEY”

- Always carry “emergency money” for a phone call and, if possible, for a taxi. Never use this money for anything else. REMEMBER that the 911 emergency number is free at all pay phones where the number is used.

CARRY YOUR KEYS

- Always carry the single key you will use next between your thumb and forefinger. This will allow speedy access to your home/car and, as a last resort, can be used as a weapon to strike an assailant.

MONEY

- Avoid public displays of large amounts of money. Many purse/wallet snatchers wait by banks, post offices and expensive stores for victims.

ONCOMING TRAFFIC

- On quiet streets always walk on the side of the road where you will be facing oncoming traffic. This is both common sense to avoid traffic accidents but also makes it difficult for a car to follow you closely.

BEING ASKED FOR DIRECTIONS

- If you are asked for directions by someone in a car, stay clear of the doors, keep your answer short and move on.

PROTECTING HANDBAG/BRIEFCASE

- Avoid carrying a handbag for short trips to the store or post office. Keep some cash and your keys in a front pocket where you can place your arm or hand casually without looking suspicious.

Small Handbag

- If you do carry a handbag, use a small one and tuck in under your arm. Use the shoulder strap if there is one but do not put the strap over your head.

Briefcases

- Carry a briefcase, on the side where it will least likely be grabbed (e.g., curb side where traffic is).

STREET SOLICITORS/EXHIBITIONISTS

- If you are approached by a stranger requesting information or assistance, give him a short answer and move on. If you are suspicious of him, ignore his request and walk away.

- If you are confronted by an exhibitionist, ignore him and move on. Do not make any comments or laugh as this may make them react violently.
- If you are sexually solicited, ignore the person, or refuse politely and walk away.

BEING FOLLOWED

1. If you suspect you are being followed, turn around and look at the person.
2. If the person continues to follow you, cross the street. If they cross as well you have several choices:
 - move towards other people and tell them of your situation,
 - go towards an open store, restaurant, hospital, hotel, etc. (remember “Know your neighborhood”),
 - go to a residence where someone is home and ask, from outside, that they call the police for you,
 - do not go directly home if you can avoid this as this will show the person where you live.

PUBLIC TRANSPORTATION

- Know the bus, subway, train, and/or plane schedules so that you don't have to wait longer than necessary.

Sleeping

- Do not fall asleep while you are travelling nor while waiting by your stop/station/airport – be aware of your surroundings.

Waiting

- Avoid waiting inside bus shelters where you can be trapped.

Proper Change

- Have the proper change or tickets/tokens ready so that you do not have to display more money than is absolutely necessary.

Seating

- Always try to sit near the driver or conductor. It is safer to sit next to a woman than a man. Always try to find an aisle seat from which you can get up quickly. (This is true for cinemas and theaters as well.)
- Try to sit in a train or subway car where there are other people. Should most or all of them exit, move to another car. There is generally safety in numbers.

Hold Packages

- Hold onto your briefcase, purse or packages. This will discourage a potential thief and prevent you from leaving them behind.

Abusive Persons

- If someone bothers you verbally or physically, leave immediately and report it to the driver/conductor. Do not talk to a person harassing you. Move to another seat.

Night-time

- If travelling alone at night, ask someone to pick you up at your destination, or at least warn someone of your expected time of arrival so that your non-arrival will cause concern.

Being Followed

- If, upon leaving a bus/subway, you feel that someone is following you, try to return to the vehicle or station. If that is not possible follow procedures outlined above about going to other people, an open business, etc.

HITCHHIKING

- Hitchhiking is always dangerous. However, for economic reasons, some people who leave their jobs in the middle of the night or travel extensively, do hitchhike. If you cannot car pool, at least use the following suggestions to minimize the danger:

Not to Home

- Never allow yourself to be driven directly to your home or business but get out at a neutral site.

Destination

- When accepting a ride, ask the driver's destination before giving your own. If he refuses, do not accept the ride.

Single Person

- Accept a ride only if there is one person (preferably a woman or senior citizen) in the car, or a man-and-woman couple. Do not accept rides when there are two or more men.

Don't Accept Immediately

- Do not accept a ride immediately. Talk to the person and look to see if the doors have inside handles. Make sure the locks are not controlled by the driver alone. Do not be afraid to refuse a ride.

Back Seat □

- Do not get into the back seat of a car if there is someone already there. Your chances of escape in this situation are slight.

Front Seat □

- If there is a single occupant, sit in the front where you are in a position to grab the steering wheel and possibly the brake, after defending yourself against him. You can also see his movements more clearly.

With Couple

- If there is a couple in the front seat, sit behind the driver, to avoid having the passenger in the front grab you should you need to escape.

Escape Plan

- If you sense danger at all, calmly and carefully plan your escape. The car must stop at some time. Carry your keys in your hand or some other object which you can use as a weapon. When the opportunity presents itself, open the door and run away quickly. If escape is not possible without a confrontation, be prepared mentally and physically.

CLOTHES

- The types of clothes one wears does not make them more susceptible to assault (ie. mini-skirts or special "make-up" do not encourage rapists). However, if someone's clothes are restrictively tight, or if they are wearing shoes that are difficult to run in, then these clothes make it difficult to escape an assault. As mentioned in the "Awareness" section, it is the way one carries themselves

personally that affects their chances of assault therefore one must be alert, confident, and aware of their surroundings.

CAR SAFETY

- A car is one of the most safe havens we have. Therefore always keep the doors locked (whether you are in the car or not). Allow no one entrance even if they wish to help you fix a flat tire. Look inside the car before entering to avoid possible assaults from within your vehicle.

Garages

- Park your car in an attended lot or a well-lit or busy area. If you have to park in an isolated garage, drive around the area first to ensure you are completely alone and park close to the exit.
- If you see someone lurking around in a parking area, do not leave your car. It is a very safe haven. Drive away and call someone who can escort you from your car.

Packing Car

- When loading your car trunk with packages, have the driver's door open in case you need to get in quickly. Be alert. If someone approaches your car, get in, lock the doors, and wait to see what the person wants.
- When getting into your car loaded down with packages, get in as quickly as possible and lock the door first. Then take the time to arrange your packages, coat, or groceries properly.

Need Help

- If you are in a parked car and need help, blow your horn. The Morse code signal for help is simply three short honks, three

long ones, and then three short ones again (S.O.S.), and it is well known to many people.

Being Followed

- If you suspect that you are being followed by another car, drive immediately to the nearest service station, restaurant, police station, fire hall, or hospital. Blow your horn to attract attention.

Assault Situations

THE EFFECTIVENESS OF YELLING

- Except when your assailant is armed with a weapon or in a good position to quiet you forcibly, it is important that you yell from your diaphragm for help. The noise will confuse and concern the person. Yell “Fire” or “Call Police” rather than “Help” or “Rape”.

WHEN BEING CHASED

- If you are running away, kick off your shoes if you can run faster without them. The other advantage of this is that your pursuer will not be able to hear your footsteps if you are trying to run and hide.

Run

- Run in a straight line so that your pursuer cannot cut you off.

Don't Look Back

- Do not look back, as this slows you down. Rather, listen for their footsteps.

Hiding Place

- If you find a hiding place, remain perfectly still. Do not peek out to see if he is still around as he may be quietly waiting for you to reveal yourself. Wait as long as you feel you can bear, plus ten minutes, before coming out and seeking help, in case your pursuer doubles back and comes to look for you again.

STORE/BANK ROBBERIES

If you are in a store or bank that is being robbed:

- Follow orders without hesitation or sudden movements.
- Do not assume that there is only one robber. The chances are that there is someone outside or in a waiting car.
- If the robbers are unmasked, do not stare at them. Trying to note their description so obviously will only anger them.
- If shooting begins, fall to the floor immediately. Be completely silent and lie motionless with your face down. Any attempt to be a hero could seriously endanger other people's lives.
- Never use force to protect property. It is not worth physical injury.

THE RIGHT TO SAY “NO!”

- Perhaps our strongest weapon and legal right in assault situations is our right to say “NO”. The right to say no when someone begs for money in the streets; the right to say “NO” to anyone trying to touch or molest us in any sexual/physical way; the right to say “NO” to anyone seeking entrance to our home; the right to say “NO” when we feel that this is the correct response. **THE RIGHT TO SAY “NO” SHOULD ALWAYS BE EMPHASIZED.**

RAPE SITUATIONS

- Do you resist or not? There is no pat answer for this difficult question. A woman must decide for herself, in advance, whether or not she will resist and under which circumstances she will resist. The deciding factors may include:
 - whether other people's safety is at jeopardy,
 - your ability to physically defend yourself and your loved ones,
 - your personal attitude.

Options

The self-protection options are:

- choosing not to resist the attack if you fear for your own life and the lives of family members or others also held captive;
- passive resistance by trying to talk to the rapist to calm him down and play for time;
- active resistance — be prepared and proficient to use verbal and physical forms of practical self-defense. If you are hesitant to hurt the man who is attempting the rape (e.g., someone you know, someone you care about) then you may lose in your effort to defend yourself. You must act quickly, proficiently and without hesitation. It is vital that you learn a form of self-defense. Saying "I'd kill anyone who tried" is not enough.

Other Rape Facts

- As most rapists are known to their victims, loud and vigorous resistance is unexpected. Yell, be verbally aggressive, hit and kick with all your strength. Try to change your fear into anger.
- In situations where the rapist is well known to you (e.g., spouse, a date), state clearly, loudly, and forcefully, if necessary, that you mean "NO!".

- Even if you choose not to report the incident to the police, call a rape crisis center or a friend for help. Do not keep the pain and humiliation of such an assault to yourself.
- Remember that, no matter the circumstances, if you are raped, you are an innocent victim. There is no more reason to feel guilt than if you had been the victim of any other violent crime. There is never a valid justification for rape.

SPOUSAL ASSAULTS

- This is too complex a problem to be covered in this brief section; it involves the financial dependence of many women on their husbands, the emotional burdens of shame and fear, the reluctance and helplessness of the authorities to interfere in "family matters", the isolation of non-English-speaking women, and the still powerful notions of male domination. A few points are offered in hopes of helping in a small way:

Do Not Believe

- Do not believe your spouse or friend when he says that it will never happen again. Regardless of their sincere regret, statistics point out that if it happened once, it will happen again.

No Guilt

- The "victim" should never feel guilty or blame herself for provoking the assault. No matter how your spouse or friend is provoked, there are never grounds for them to use physical force.

Get Help

- Ask your spouse or friend to seek professional help. There are therapy groups and individual counsellors concentrating on this very problem. Get help for yourself as well.

Escape

- If your spouse or friend loses control, try to remain calm and avoid the confrontation. If it does erupt, get away quickly or defend yourself as best you can. Leave as soon as possible and get help from your family, friends or the various services offered to battered spouses. You are not alone. Local shelters are listed in the phone book. Seek counselling, legal action, and protection for yourself and your children.

HOW TO HELP SOMEONE IN TROUBLE

Other than physically intervening in an assault against someone else you can:

- yell to the people involved that you have called the police (and then do so immediately),
- in a bus or subway situation stay at the opposite end of the vehicle and yell to the people involved to stop — this draws in the rest of the passengers; if there is an emergency call system, use it,
- note down any details that may help police catch these people after they have run away.

Physical Self-Defense

Although this is not a book about self-defence techniques there are a few that every adult and child should know and practice. Like the rest of the material in this short book, you should be thinking about situations where you might need self-defence, discuss with your family what you will do under certain circumstances, plan for it and practise.

I would recommend that most people take a self-defense course that concentrates on basic techniques that can be learned quickly. Most of us do not have the time to learn a martial art, boxing or similar form of self-defense. Find a course that takes hours rather than years to learn the basics. Check with local community centres, evening courses or self-defense organizations.

The more comfortable you are with the following basic techniques the less likely you will ever need to use them because the confidence you project and the strength of your voice will tell people to leave you alone.

If there are other people who can hear you, don't scream "Help" because we know that rarely helps. Yell, instead, "Everyone, call 911 now!" It is safe for people to make the call, and if more than one person calls, the operators will know the situation is serious.

Until you can take a course, here are a few techniques that can be practised inside and outside your home. In helping children learn these techniques be careful to remind them often about the proper uses of self-defense so that they do not go out and practise on children at school or with their friends. Keep this a family matter rather than something they should go and teach freely around the neighbourhood. No use encouraging other children to come up with counter-moves in case your children are ever seriously bullied and need to defend themselves.

Kicking a Shin

When an attacker is facing you, behind you or to your side, they are usually expecting you to use your hands to protect yourself. Kicking their shin forcefully and quickly will often surprise them enough to give you time to run away and get help. If you've ever knocked your shin against a table, you know how much this hurts!

To practise this, use an old chair. Stand with one foot ahead of the other as if you were chatting at a party and leaning on the back leg for support. Without looking down at the chair legs, shift your weight from the back to the front foot and kick with the back foot. Make sure you kick with the inside of your shoe rather than the toe. This ensures that you have the whole inside of your shoe with which to kick the shin even if the person tries to move their leg. You are less likely to miss the shin this way. By not looking down, you do not warn the person you intend to kick them.

Keep practising this move until you feel comfortable you can kick the person quickly and forcefully. You should be kicking the chair around the room or outside on a driveway without looking at it.

If the person has grabbed you from behind you, gently shift your weight to one leg, lift your other leg and with the outside of your shoe find the attacker's shin behind you. Then, with all your strength kick them quickly and then slide your foot down their leg and smash down on their instep. This will usually free their grip for you to run away.

Safe Distance and other Physical Techniques

Always try to stand more than arm's length away from an attacker. That way they have to move into you to start a fight. If they do move close, do not wait for them to strike first. Try two things:

1. Kick them in their shin closest to you as described above. Then, just before you run away, use your outside forearm bone (either arm) to strike the side of their neck. This is very disabling (like a whiplash). Then run away.
2. If you do not think you can kick them, move in on your attacker rather than away (unless you can run away faster than they can run!). It is much harder for them to hurt you if you are close to them rather than within arm's length away. The power of a punch or slap is in the last few inches of the movement rather than at the beginning. By moving in, you prevent them from using all of their strength. Watch a boxing match to see how the professionals do this.

Once you are in close, what can you do? This is where street fighting comes in. Remember, the person has probably tried to hurt you because they thought they could. Most attackers are bullies rather than experienced fighters. They use intimidation rather than skill to

get what they want. Assuming your assertive words and confidence have not been enough to prevent an attack, by moving in close you shut down their attack and surprise them.

With the few seconds of surprise available to you, try a combination of the following, one at a time, in any order. The mind follows pain so if you stomp on a foot first, then hit the nose and then strike the side of their neck, their will become completely disorganized in their thinking and hurt in three different spots. Then you run.

None of the following techniques is life threatening. They cause a lot of pain but do not lead to serious injuries. Their intent is self-defense rather than causing permanent injury.

Choose two or three of the techniques in any order but not all at once. Do one, then another and then a final third technique before you run away.

1. Stomp down on their instep of their foot.
2. Hit them forcefully and upwards under the nose (that patch between the bottom of their nose and the upper part of their lip. This causes involuntary tearing of the eyes and is very painful. They will not see clearly which is an added benefit for you.
3. Men protect their groin above all else. Never try to hit it first. However, after you have stomped on their instep or hit their nose, they are vulnerable to a knee to the groin.
4. Similar to the knee to the groin, is a knee sharply kicked into the person's thigh. This causes a "Charley Horse" which is a severe muscle cramp.
5. Strike the side of their neck with the outside bone of your forearm. This causes a 'whip lash' and is very painful.

6. Grab one of their fingers and bend it backwards forcefully. This is also very painful and may cause the finger to break but will not be a serious injury.
7. If the person is beside you, use your knee or foot to buckle the side or back of their knee. You probably did a less severe version of this in school to embarrass someone into falling easily. In an attack situation, it is just as effective but you need to use more force.

I don't recommend poking at someone's eye as most people say they will do it but never do. It is too "gross" so they hesitate and become vulnerable. Therefore, strike only at targets you know you will use.

Another technique that is not effective for untrained people is to try and 'punch' the other person in the face, chest or kidney area of the back. It looks great and "tough" on television shows but is quite ineffective in an actual attack. Punches are what attackers expect you to try and do so they prepare themselves for that kind of defense. Do something unexpected and you have the upper hand.

Remember, never fight to protect property. Fight only to protect yourself from an unavoidable attack or to protect someone else. Use the natural fear you will experience (and the adrenaline that comes with it) to convert fear into anger. Rather than imagining yourself in a fight, imagine someone trying to hurt your spouse, child or parent and you can begin to see how easy it is to get angry very quickly. Use that same anger to protect yourself.

Do not play the hero. When you have done what you need to do to get free, get away and call for help.

“Will I Panic?”

Will I panic? This is probably one of the most often asked questions, and the answer depends on you.

If a child runs in front of a car, an experienced driver, by conditioned reflex, will do what is necessary to avoid her and only then will the driver's hands shake and sweat.

A mother whose child's arm is bleeding seriously applies pressure to stop it until a doctor or paramedic takes over. Only at that point, once the crisis has been taken care of, may she feel faint or worry about the possible consequences had she not applied the pressure immediately.

The same is true for self-protection. People trained in self-protection often don't recall what method they used to defend themselves because everything happened so fast. If you “THINK, TALK, PLAN, and PRACTISE” for various situations you will not be caught off guard.

Exercise 1

Home Safety Checklist

Beside each item below place a check mark where the recommended procedure has been followed.

1. Do you have a list with the following items:

- the address and location of your local police and fire stations,
- the direct phone number of your local police division,
- police recommendations for safety precautions in your area,
- where outdoor pay phones are located in your area,
- which stores, restaurants, and gas stations are open late so that you can ask for assistance in an emergency.

2. Have you verified that:

- all entrances are well lit to discourage people lurking in the shadows,
- the house numbers are large, clear and visible,
- doors are equipped with a peep hole to allow you to see out clearly,
- outside doors are solid and have a one-inch dead-bolt lock,
- windows and sliding doors have locks,
- valuables in the home have been inscribed with identification numbers using police recommended tools or you have recorded serial numbers,
- one room (e.g., bathroom or bedroom closet) has a lock and can be used as a “safe room” in case of emergency.

Exercise 2

Identity Game

This game develops your family's skill in identifying people. Have people look at a magazine photo, or someone on the television or on the street for only a few seconds. Then have them verbally recite a description concentrating on the general features first, and then on their more specific features. Below is a checklist of items to look for from general features to more specific ones:

- | | |
|----------------------------|--------------------------------|
| 1. SEX | 2. SKIN COLOR |
| 3. APPROXIMATE AGE | 4. APPROXIMATE HEIGHT |
| 5. APPROXIMATE WEIGHT | 6. BODY BUILD |
| 7. HAIR COLOR | 8. EYE COLOR |
| 9. ANY SCARS? | 10. ANY PHYSICAL ABNORMALITIES |
| 11. SPEECH ACCENT OR PITCH | 12. EXACT CONVERSATION |
| 13. FACIAL HAIR | 14. RIGHT OR LEFT HANDED |
| 15. WEAPON USED | 16. TEETH FORMATION AND COLOR |
| 17. LICENSE PLATE NUMBER | 18. CAR MAKE AND MODEL |

AND ORIGIN (e.g., Province/State)

Exercise 3

Test Your Awareness

Answers to the following questions are included in this resource. Have fun!

1. There are four key elements to personal safety. The first two are "Think" and "Talk". What are the other two? What do they all mean?
2. When walking by yourself or with other people, what is the most important thing to remember?
3. When walking, should you always carry the key you are going to use next? Why?
4. Which side of the road or sidewalk should you walk on – the one facing traffic or on the other side? Why?
5. What should you do if you are asked for information or money on the street?
6. What is the proper way to carry a purse/briefcase or camera case?
7. What should you do if you feel someone is following you?
8. When should you lock your car doors?
9. Should you ever hitchhike? Why?

10. What should you do if someone unexpected comes to your door?
11. What safety precautions should you take when using public transportation?
12. Why should you have locks and windows on your outside doors and windows?
13. What should you do in response to obscene phone calls?
14. What should you do if you see/suspect a prowler outside your home or the home of a neighbor?
15. When giving police a description of someone, what basic features should you include?
16. What are at least five tips you can pass along to your children, your family and your friends?

Summary

Of all the tips within this resource, the most important is for you and your family to be aware of potential dangers in your home and aware of your immediate surroundings wherever you are. Be alert to those surroundings and trust your instincts.

You cannot protect all the people you care about in the world. Your spouse or partner in life, any children you may have, your parents and grandparents, siblings or your close friends cannot rely on your knowledge of how to prevent or deal with dangerous situations. The best you can do for those you love is to help them learn to protect themselves. Share this resource with them and practise some of the tips together.

It is important for you and your family members to learn some form of physical self-defense. It is likely that you will have to use physical self-defense at least once in your lifetime. It may be against a total stranger, or friend who has had too much to drink or to protect yourself from a friend who does not understand the meaning of “no”. Learn self-defense with someone you live with or a close family member or friend.

The best summary for protecting yourself is still:

THINK about potentially dangerous situations. Imagine yourself, and/or your family, in different kinds of situations and ask yourself “What would I do if...?” Your imagination should include situations in your home, at work, using public transit, travel scenarios, and vacations away from home.

TALK about these situations with your family, friends, colleagues and neighbors. Compare and contrast solutions.

PLAN how you might react using your verbal and non-verbal skills plus any physical techniques you feel comfortable using (e.g., strong kick to the shins and then getting away). Take a self-defense program and then teach other family members or take a course together.

PRACTISE so that your mental reflexes are conditioned to respond rapidly and effectively. Your reaction time should be similar to how you would react if a child ran in front of your car.

Self-Evaluation

Whenever you finish learning new information it is helpful to take a moment or two to evaluate what you have found most useful and what you would like to do with that information. This process can be very useful whether you write out the answers or just think about them.

1. What general concepts, ideas or techniques have you learned?
2. List at least three techniques from this resource that you could use immediately.
3. What other concepts, ideas or techniques do you want to learn?

Griffith, Liddon R. (1978). *Mugging: You can protect yourself*. Englewood Cliffs, NJ: Prentice Hall. 212 pages with photos.

Griffith stress the importance of preparing yourself with sections on physical interventions, rape, protecting youngsters and your home. Includes self-evaluation with questions and answers.

Haden Elgin, Suzette. (2000). *The Gentle Art of Verbal Self-Defense at Work*. New York: Prentice Hall.

Examines typical office/work situations where co-workers cross the line of abuse and bullying.

Lawler, Jennifer. (2005). *Self-defense Deck: 50 Powerful Strategies For Staying Safe*. New York: Chronicle Books.

Practical tips on what to do in various situations summarized on 50 cards for easy reference.

Lipman, Ira A. (1981). *How to protect yourself from crime*. New York: Avon Books. 248 pages.

Extensive source of information self-protection at home, at work, while travelling, in the car, in the streets, while shopping, violence within the home, crime and the elderly, and much more.

Monkerud, Donald and Heiny, Mary. (1983). *Self-defense for women*. Dubuque, Iowa: William C. Brown Publishers. 93 pages with exercises and photos.

Basically a physical self-defense book, this book also discusses women and violence.

Sliwa, Curtis and Schwartz, Murray. (1982). *Street smart: The guardian angel guide to safe living*. Reading, Massachusetts: Addison-Wesley Publishing Company. 175 pages with Index and photos. Somewhat of a militaristic approach to prevention techniques

but provides information on how to avoid trouble spots; special concerns for women, children and older people; why weapons and private security does not work; and how to protect your home.

van Bommel, Harry (for Grips Self Protection Services Inc. the copyright holder). (1983). *DEFENDO: The total self-defense system*. Toronto: Macmillan of Canada. 96 pages with photos and exercises. Book presents 200 self-protection suggestions plus a simple to follow method of physical self-defense.

Web Sites

The extraordinary expansion of information on the internet provides learners a world-wide wealth of information. To find out what is most helpful to you, use your favorite search engine to find the most current information for your specific situation. Use key words like self-defense, street proofing, self-protection, and crime prevention. Continue changing the key words until you find the information you want. Often links within a site will bring you to information that is more suited to your specific needs.

Acknowledgements

In 1976-1977 I did volunteer work in Latin America with street children in an orphanage, prison and in their small community called *Pueblito*. On a few occasions in the prison or late at night going home I felt uncertain of how to protect myself. I wanted to be more thoughtful about what I could do to safeguard myself without hurting anyone else.

After completing my university degree I decided to learn how to protect myself. "I began teaching self-defense, wrote the book *Defendo: The Total Self-Defense System* and taught students and later instructors in this art." The following information was part of that learning and I am grateful to the instructors, students and friends who let me practice with them.

One person in particular, Janet Klees, provided not only encouragement and support but was also instrumental in ensuring that the information was practical, immediately useful and suitable for women, men and children. Her contribution was invaluable.

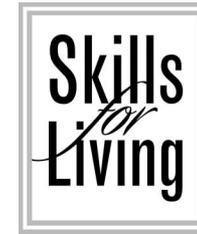
I also want to thank my family and friends who have given me their encouragement, their good humor and the example of always looking for wonder.

Every effort has been made to ensure these resource materials comply with copyright requirements. If I have made any errors regarding copyright, I will incorporate corrections sent to me in future editions of these resources.

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The Personal Development Library



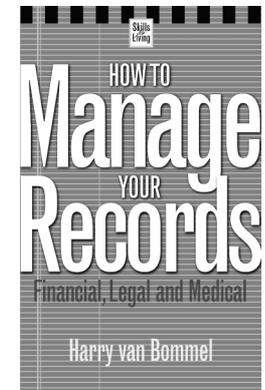
How to Manage Your Records Financial, Legal and Medical

People hate filling in forms! It really is that simple. There are a few people who love to file things away alphabetically, keep a family archive of every birthday card, photo, child's drawing and baby clothes ever used in the home. Most of us, however, do not.

Filling out forms may also save you a great deal of MONEY. Many people have little or no idea of where their money goes. They have no idea of what they own, nor what they owe. They do not have the information they need to get better rates on loans or to help them use their money more wisely. They do not have records of major purchases to give an insurance company in case of fire or theft.

The forms in this package are meant to help you take control of your personal information. For example, if you go to the hospital, the admitting clerk, nurse and doctor can look at your medical forms to understand your whole medical history. They can then spend more time asking you questions about your recent medical history.

If you go to a new lawyer or accountant, or if you need to go to a govern-



ment department, funeral home or cemetery, you can present the legal forms to help answer all the standard questions. This information will help your family greatly during an emergency, when you need information but are out-of-town, or in case of your death.

The forms in this short book are simple and specific. It will help you get control over all of your financial, legal and health care information. It takes a bit of time but most of it only has to be done once. There will be some changes over the years but, on the whole, the information does not change that often. For example, you only have to write in your childhood illness once!

TIP: Whether you buy this book or not, pick a day in your calendar right now where you will spend a few hours collecting and writing in the information you need. You may not get it all done in that time because you do not have all the information handy. If you cannot get it done right away, write in another date on your calendar to finish the rest. Pick a day where you will have time afterwards to go celebrate!

80 pages, 5 x 8 inches, ISBN 1-55307-026-7,
\$15 ebook, \$20 paperback



How to Teach Others

The best way to learn is to help other people learn.

This short book on teaching others is designed to help experienced and beginning teachers, educators, facilitators, instructors, and content providers. Whatever the learning situation, the goal is the same – to provide a learning place and framework that allows learners to acquire knowledge and skills for professional and personal development.

This book presents practical information on adult learner characteristics and learning styles, and the design, teaching and evaluation of programs -- the basic building blocks of any teaching program.

The key is to begin with an understanding a few fundamental learning principles:

1. Learners are their own best experts.
2. Learners are competent in their learning and all benefit from having that

learning respected and helped.

3. Learners learn best when they are responsible for their own learning.
4. Learners need an opportunity to learn at their own pace and for their own reasons.
5. Learners need information that is flexible enough for them to adapt so they can incorporate their own learning style and cultural, religious, and economic beliefs and customs.

Harry van Bommel has been teaching these and other skills for over 25 years. His use of accelerated learning techniques, music, his own songs, audio-visual materials and humor make him an exciting, dynamic and successful teacher and conference speaker.

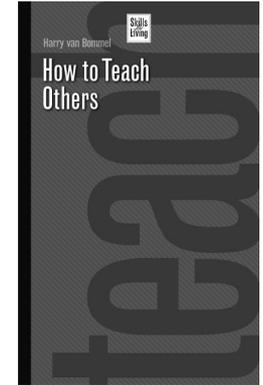
104 pages, 5 x 8 inches, ISBN 1-55307-018-6, \$15 ebook, \$20 paperback

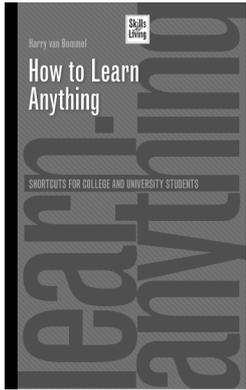


How to Learn Anything Shortcuts to Learning for College and University Students

In general, we learn up to seven new things at a time. We only read or hear about 20% of the information that we hear or read everyday. Unless we review new information within 24 hours we will forget about 80% of that information. That would leave only about 4% of any new information we may need to succeed in our learning. Therefore, it is important to use whatever information you find important right away to help you remember and use that information effectively.

This book is designed to give you the learning knowledge and skills you need to remember and use a great deal more than the 4% of information you get every day.





This book was also designed to become your major source of information and learning skills forever. Learning skills are not new. The basic skills have always been the same. However, they have been largely untaught as learning was seen as natural. Learning that interests us is natural. Learning that is required to succeed at school or at work is not always interesting. Therefore, we need helpful tricks of the learning trade to learn things quickly, remember them for a longer time, and use what we have learned as soon as possible.

Although this book presents some pretty standard learning skills the underlining assumption is that learning at its best is built upon the motto: Always look for wonder in learning!

This book is based on a few key learning principles:

1. We are our own best experts.
2. We are competent in our learning and all benefit from having that learning respected and helped.
3. We learn best when we are responsible for our own learning.
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**192 pages, 5 x 8 inches, ISBN 1-55307-025-9,
\$20 ebook, \$25 paperback**