

# THE POWER OF

YES



PRESENTED BY  
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Serve and Protect


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# De-escalating Irate Customers in the Workplace- The Power of “Yes”

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Speaker- Company Name

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## The Events of 2020

My Job Has Never Been More **Difficult**



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## WHAT IS VERBAL DE-ESCALATION?

**Verbal De-Escalation** is an intervention for use with people who are at risk for aggression.

It is basically using calm language, along with other communication techniques, to diffuse, re-direct, or de-escalate a conflict situation.



2 strategies:

- The Power of Yes
- Distraction Technique



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**Examples of how a simple word  
can help manage a dangerous situation**



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## The Fight is On

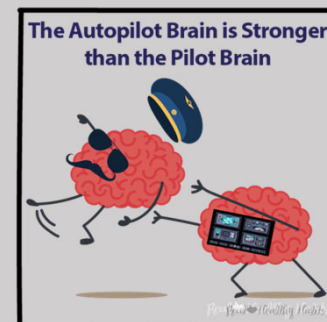
- The impact of saying “No” in the customer’s brain.
- Fight or Flight concept
- It’s not personal
- Use “Policy” to your advantage



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## Is Their Brain on Auto Pilot?

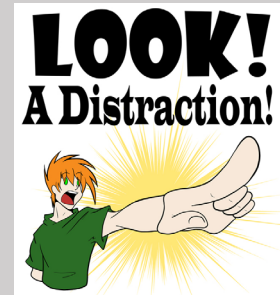
- Their brain in action, and how we can overcome
- Transitioning from saying “Yes”, to saying what the customer doesn’t want to hear...



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## The “Distraction” Technique

- An off topic statement can save the day
- We will discuss what words to use, and what not to use with an irate customer.
- Words convey confidence



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## Be In Control

- Give Direction
- Be in Charge
- Be Confident



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### The Angry Customer



### The Dangerous Customer



- Are they the same person?
- The transition from angry to dangerous, and how to tell....



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## "Soft" Strategies

- Assign a staff member to assist the problem customer
- Walk them through every step of the process



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## Scenarios We Will Discuss...

### Covid Mask Issues are the Hot Topic Now

- Plan and prepare for a confrontation before you have one
- Is there a policy
- Is the policy communicated
- What is the policy when your policy is violated!!



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## Not Acceptable

- Customer Behavior
- The concept of *Choose to Lose*
- How does this work for government agencies...
- Are patrons entitled to services?



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## Planning and Preparation



- Invest the time and training to analyze your options- Ahead of time!
- Know what you will do during a crisis, and when you will do it.
- Don't limit your training only to situations that have occurred. Plan for situations that could reasonably occur in the future.



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## “Hard” Strategies

- Position yourself safely
- Be direct if you are concerned they have a weapon
- Do not ignore any verbal threats
- Decision Tree- we will discuss
- It's OK to end an appointment when you don't feel safe any longer...



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## Active Threat Strategies- (“Hard” Strategies)

- Separate from the offender
- Self defense strategies
- Evacuate or Lockdown



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## Safety Policy and Training

- *Red Binder Syndrome*
- How to train the staff



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## We Should Not Just Hope for the Best....



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## Active Threats- Be Prepared. Be Confident.

- Does the organization have a Lockdown/Evacuation Plan for dealing with an active threat or active shooter
- Invest in the time and the training
- This is “Crisis Training.”



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## Other Crisis Training Topics to Implement into Your Plan and Training

- Mass Notification System
- Chain of Command Concept
- Proactive Security Measures



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## What a Year...

The Coronavirus has created a new environment, with new safety concerns

For maybe the first time in our society, people are wearing masks



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## The 2020 Coronavirus: New office building environment, new concerns

- For employees returning to their office, and their office building- there are far less employees around. You may be the only person using the 3<sup>rd</sup> floor for example. You may be alone in the building....
- There are far fewer people to help you, or to spot danger
- We have contractors and vendors cleaning work areas. Are they even real contractors? Would you even question it?
- What a perfect opportunity to be a burglar, or worse.
- There is reduced security staff, if any.



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## Solutions



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## Solutions

Make eye contact with people that are:

- Sharing the ATM kiosk area with you
- Entering an elevator, or staircase with you
- Take note of physical features



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## A Culture of Reporting

- Employers and employees must create a culture of reporting concerning threats made by co-workers. Similar to making a joke about a bomb in an airport, joking about violence or threatening violence is no longer acceptable in our workplace.



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## Conclusion

Training is the foundation of Crisis Training

It does not require special skills or equipment. It requires only thoughtful planning and preparation



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*Serve and Protect Law LLC™* can help Park Districts with Workplace Violence and Active Shooter/Active Threat prevention, resources, and training, including training on de-escalating irate customers and customers that challenge your covid mask policies.

- We conduct facility risk assessments for park district buildings
- Write policies and procedures to make businesses OSHA compliant;
- Provide classroom training to full time and seasonal staff;
- Conduct table-top training exercises for park district administrators to prepare them for a Crisis Situation, and
- Conduct building-wide Active Threat training exercises that all staff members participate in.

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