Confrontation Management
Working with the Public

What are some of the challenges you face?

Recognizing the Red Flags

Don’t act like “regular” customers/clients
Ask odd questions
Unusually frustrated
Break the Social Contract
Frustration

Types of Aggression

VS

Levels of Confrontation
Complicating Factors

Mental Health
Drugs / Alcohol
Cultural Differences
Incivility
Other Issues?

De-Escalation Strategies

DON'T
Get Anxious
Take it personal
Speak loudly or too quickly
Stand too close
Listen to Respond
Stay if you’re uncomfortable

DO
Stay Calm
Keep Things Professional
Speak calmly
Remember body language
Listen to Understand
Be prepared to leave

Key Points

Trust Your Intuition
Set Boundaries and Expect People to Respect Them
Listen to Understand
Questions?
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