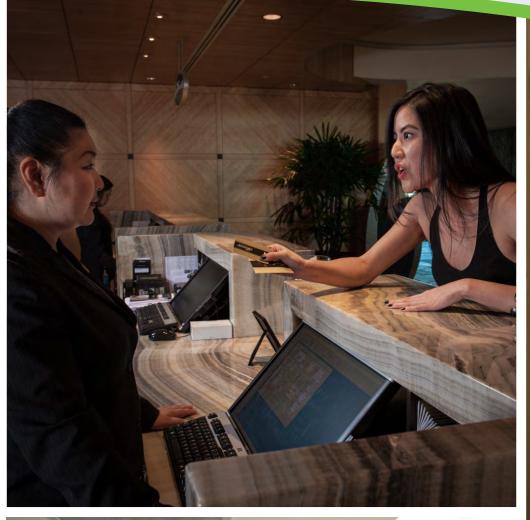
Walk the

Talk [Violence]







Are you preventing workplace



1. Gather as much information as possible before confronting the situation.

2. Make sure you have support from co-workers or supervisors.

4. Apply the R.E.A.D. model:

Recognize how the guest feels Express your understanding of how the guest feels Act in a manner that fits the guests needs 3. Stay a safe distance from the abusive or aggressive Determine if the guest needs further action on your part.



guest.

