

Walk the

SAFETY

Talk

[Violence]



Are you preventing workplace VIOLENCE?

1. Gather as much information as possible before confronting the situation.
2. Make sure you have support from co-workers or supervisors.
3. Stay a safe distance from the abusive or aggressive guest.

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

- R**ecognize how the guest feels
- E**xpress your understanding of how the guest feels
- A**ct in a manner that fits the guests needs
- D**etermine if the guest needs further action on your part.

Stop violence before it starts.

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