

Be Aware: Of Your Surroundings

- When you are in your office's public areas:
 - Maintain professionalism and confidentiality
 - Greet others generally, not by name
- In meeting areas or rooms:
 - Tell someone where you are, for how long
 - Arrange the seating in the room
 - Don't block your exit from the space
 - Use a personal alarm

Be Aware: Who is Before You?

- Introduce yourself and any others
- “How should I refer to you?”
 - Pronunciation, Title, Gender
- Let the person speak
- “Am I understanding you?”
 - use open ended questions, clarify, reflect back
 - avoid jargon

Be Aware: Are you...

- Listening?
 - Use verbal and non-verbal cues
 - Don't challenge or judge
- Hearing?
 - You can acknowledge without agreeing
 - Look for common ground to work off of
- Speaking?
 - Use neutral language and tone
 - Speak clearly, be concise
- Safe?
 - Physically and/or emotionally
 - Step back if you are reacting, or ignoring

Be Aware: You're at Work

- You are the professional
 - Stay calm, non-confrontational
 - Focus on the issues, not the behaviors
 - Try to find a common ground or understanding
- Offer support, empathy, resources
- BUT, maintain your limits or boundaries
 - Rules or laws govern behavior (yours and theirs)
 - Giving in may be a short term fix but may raise other issues

Be Aware: Use your D's

- Define – the issue, roles, rules, likely outcomes
- Discuss (to disarm) – use humor with caution
- Discover – is there a small gain to be made
- Diffuse – the higher it gets, the calmer you are
- Disconnect – if you're escalating, so will they
- Debrief - with managers, supervisors, colleagues

...Document, Document, Document!!

Be Aware: You can/cannot...

TRY TO:	AVOID or DO NOT:
Share general information	Disclose private or confidential information
Explain general process (Law, Code, Act)	Share internal processes
Be Human: Remain Calm, open, respectful, professional	Show your personal feelings: Negative Emotions (i.e. Dislike, Anger, Fear)
Acknowledge their experience, empathize, consider apologizing	Judge, determine, sympathize
Maintain your boundary	Meet a demand to avoid an issue

Need to Redirect People? (Internal)

Your role within the organization is focused on specific duties. You may not be the best person to address the situation.

- You may need other staff to assist:
 - Explain why (and to whom) you are transferring the person or query
 - Facilitate the transfer – get/provide contact information for ease of follow-up
 - Share information that has already been provided to you for context

...Redirecting? (External)

Your organization has its own mandate and jurisdiction. Your workplace may not be best suited to address the situation.

- Explain what you can and cannot do
- Do you have a list of these recourses on hand?
 - Local distress lines numbers
 - Other organizations or institutions that can help
- Does your reception area have a phone that people can use to call others?