

Violence Prevention & Conflict Resolution

The Webinar will begin shortly



BRITISH COLUMBIA
HOTEL ASSOCIATION



BCHA Team



Ingrid Jarrett, President & CEO



Mike Macleod, Director of Members
& Business Development

About go2HR



Krista Bax
CEO, go2HR

Health & Safety

Health & Safety Association
Certificate of Recognition (COR)

Human Resources

Recruitment, Retention & Engagement

Industry Training

SuperHost, FOODSAFE

Career Awareness

Job Board, Career Information

Operating in the Covid-19 Pandemic

- Communications – website and pre-arrival
- Health and Safety Plan
- Team Education, training and education
- New ways of operating in a pandemic
- Guests uncertainty – can be stressful
- Team members have different comfort levels for different reasons
- Best Practises and Protocols – www.bcha.com
- Working together to deliver service excellence during a pandemic
- Accommodations providing safe shelter, and holiday experiences

Violence Prevention & Conflict Resolution in the Workplace



Phil Eastwood, Senior Partner at Fiore Group





PREVENTION OF WORKPLACE VIOLENCE

Why is it important?



5 Myths of Workplace Violence

1. It is someone else's job to prevent it
2. It can't happen here
3. It is not something that happens in our industry
4. It is caused by outsiders
5. It is just a matter of luck

A Resource For You

DEALING WITH DIFFICULT CUSTOMERS IN THE COVID-19 ERA



When someone is upset with you, it is easy to make the situation worse. The solution is to respond calmly and to **stay in control**. Don't let your instinctive FIGHT, FLIGHT or FREEZE response get the better of you. Breathe deeply and stay relaxed.



VERBAL JUDO



ACTIVE LISTENING

1. Listen
2. Demonstrate Empathy
3. Ask Questions
4. Paraphrase

BE PROFESSIONAL AT ALL TIMES.

Find out why the customer is upset.
Ask questions.
Use non-threatening body language.
Provide information about policies and the reason they exist.



Be empathetic.
Listen carefully.
Avoid judgement.
Be Consistent.

MANAGING YOUR RESPONSE - SAFELY



REMEMBER: Stay Safe. If you feel threatened, leave the area and if necessary, call for help.



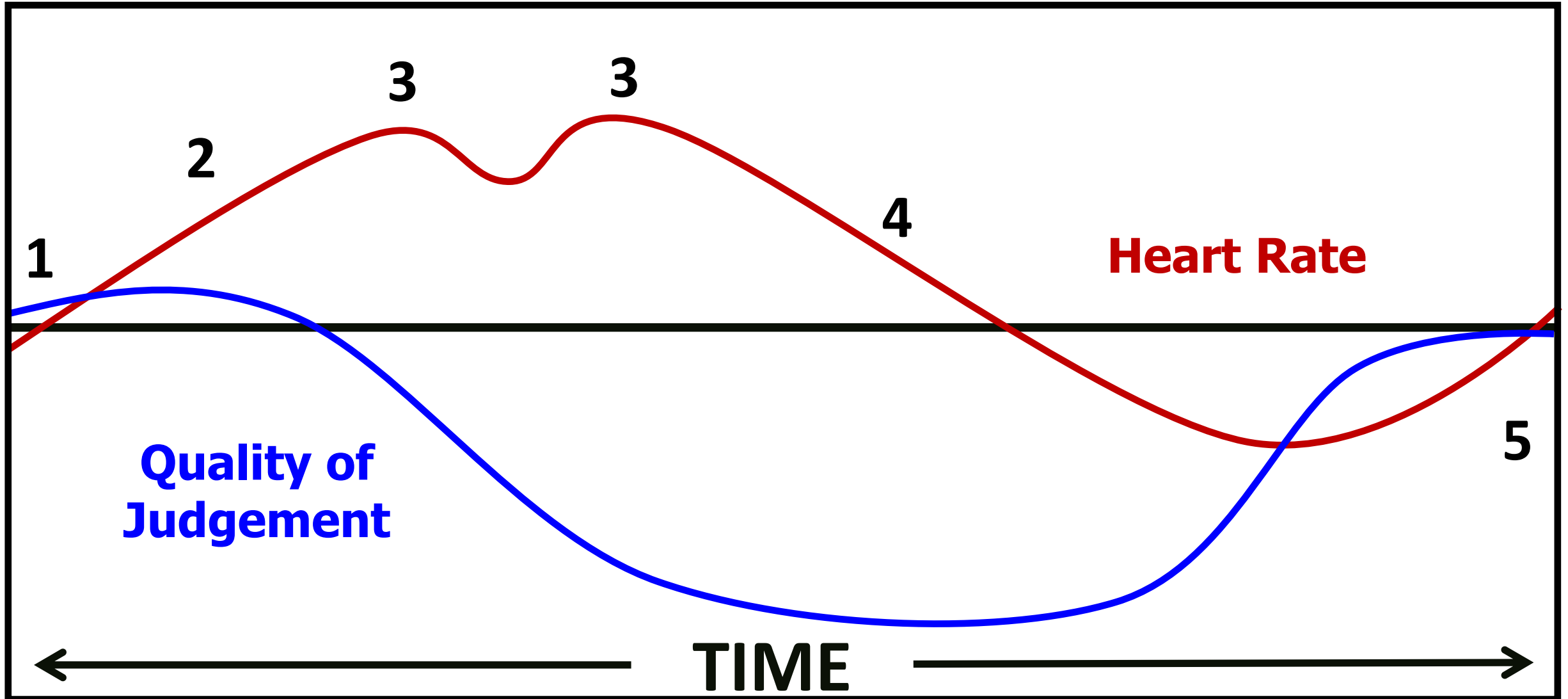
Trust Your
Canary!



You Are a Professional & You Are a Human

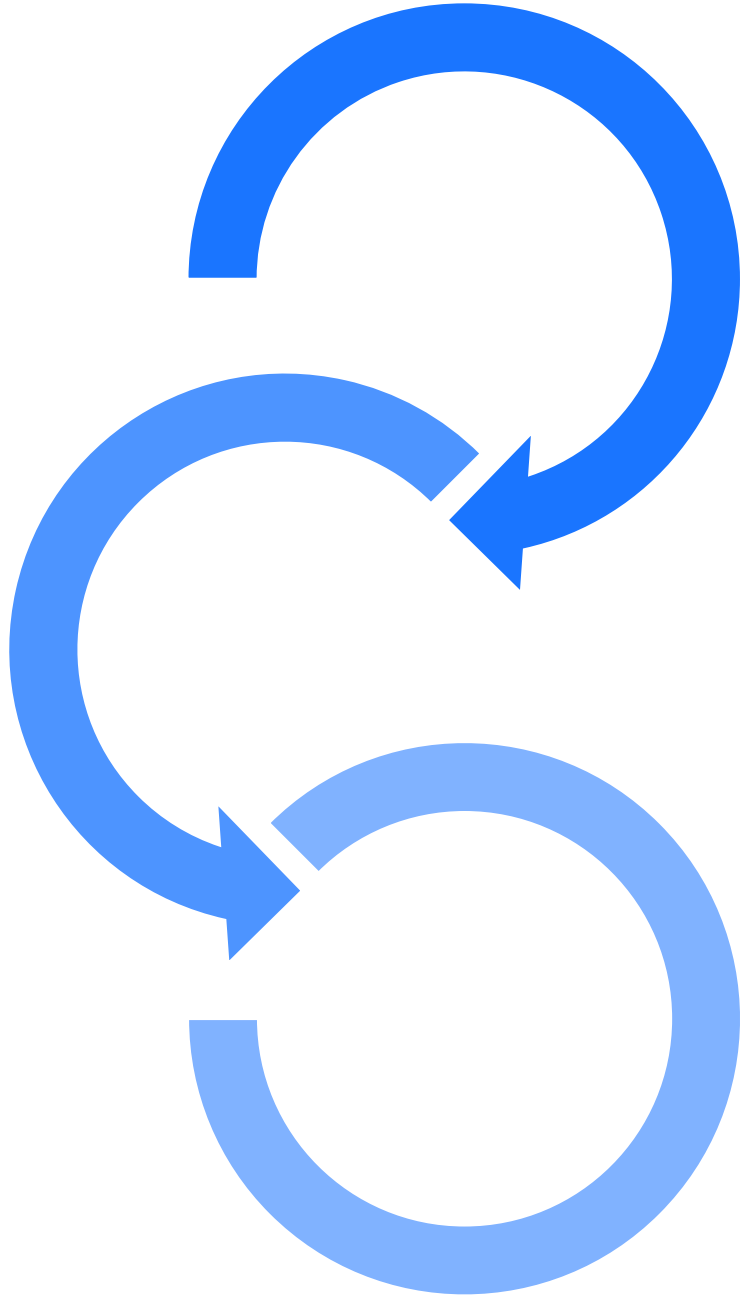


The Anger Arousal Cycle



**FIGHT
FLIGHT
FREEZE**





THINK

PLAN

ACT

Your Risk Assessment **NEVER STOPS**





Time & Distance

Multiple People

Perceived Abilities

Demonstrated Threat

Knowledge of the Person



Managing Expectations (aka Know The Rules)



The Science of Situational Awareness





Seeing and understanding things that
are right in front of you.





Possible Exits

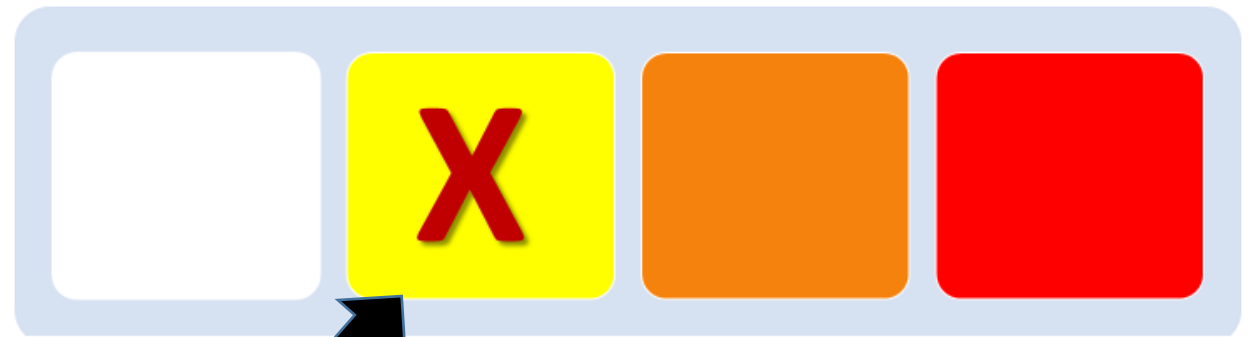


The Colour Code of Awareness

Colonel Jeff Cooper USMC



State of Mind



Defensive Driving

EMPATHY

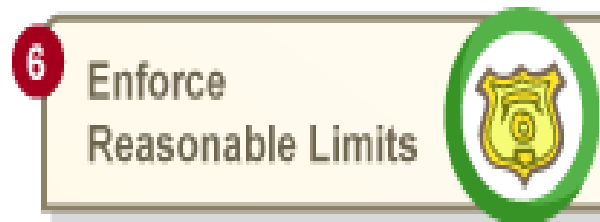
The single most powerful word in the English language.



THE GOLDEN RULE

Always treat the other person as you would want to be treated under identical conditions.

Managing Your Response



Communication

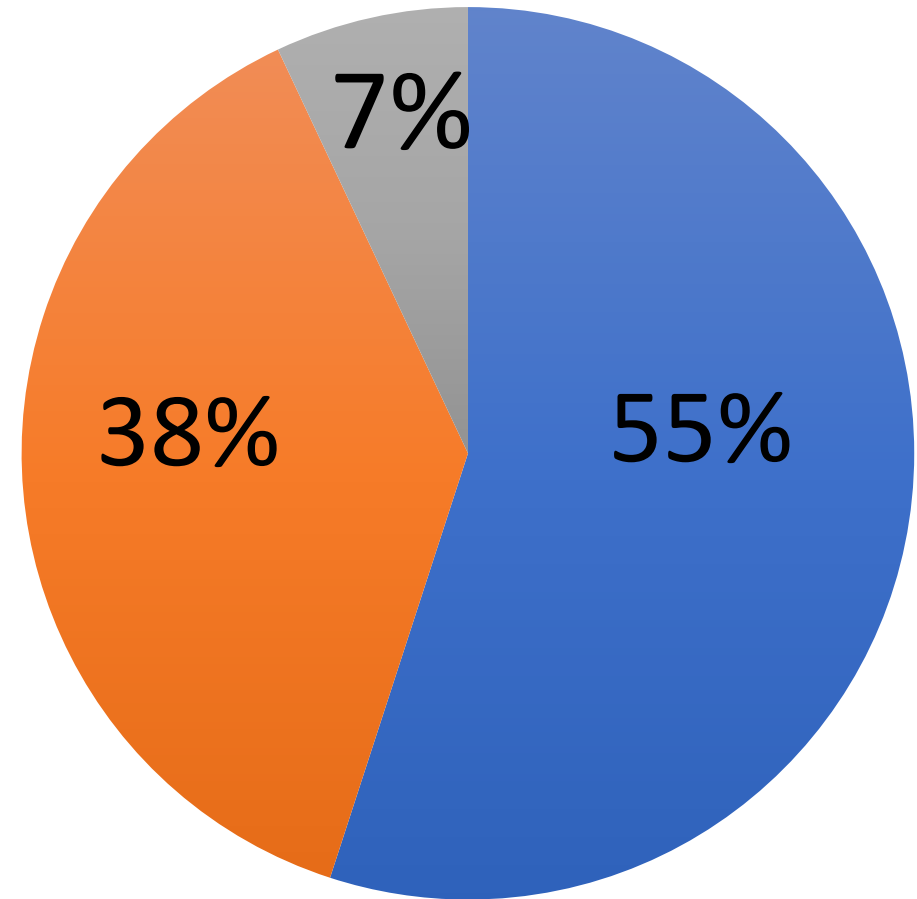


WORDS

TONE

BODY LANGUAGE

Communication



10 Things **Never** To Say To Anyone

1. Come here!
2. You wouldn't understand.
3. Because those are the rules.
4. It's none of your business.
5. What's your problem?
6. What you want me to do about it?
7. Calm down!
8. I'm not going to say this again.
9. I'm doing this for your own good.
10. Why don't you be reasonable?



Verbal Judo

(George J. Thompson PhD)



Presence



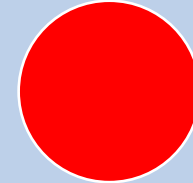
Introduction



Provide Options



CONFIRM



ACT!

"Is there anything that I can do or say to get your cooperation?"

Active Listening Skills

1. Listen
2. Display Empathy
3. Ask Questions
4. PARAPHRASE



Build Proactive Relationships



Quick Recap

1. You Have A Legal Responsibility To Provide A Safe Workplace
 2. Clearly explain the rules and the reason for them – to your Patrons & Staff
 3. Train & support your staff – so that they are professional, confident, calm, and knowledgeable
 4. Remind your staff that the only thing they have control over is how they choose to respond to others
 5. Remember the Verbal Judo technique
- + Active Listening is key



Q&A

Submitted Questions



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What are the common reasons that create violent situations?

Question 1



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At what point in a conflict can "self-defense" be employed, and what restrictions should you bear in mind?

Question 2



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Which occupational groups tend to be most at risk from workplace violence?

Question 3



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Some guidance for the younger manager/supervisor who may be overseeing staff of the same age and or social group

Question 4



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What can management do to reduce conflict in the workplace?

Question 5



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www.fioregroup.org



www.linkedin.com/in/phileastwood



thank you!

If you have any follow up questions or inquiries, please contact:

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