

# navigating Challenging interactions

Instructor Guide

## Safety Talk Overview:

**What & Why?** Safety Talks are a method to refresh an employee’s knowledge and skills, maintain their interest in safety and illustrate the organization’s commitment to creating a healthy & safe work environment.

**Who & When?** Generally, these Safety Talk meetings are led by a supervisor, member of the JHSC, or Worker H&S Representative and should be mandatory for all crew members to attend. The content should be focused on a single topic. Safety Talks can be performed on a weekly basis or before the start of a new scope of work and should be about 15 minutes in duration.

go2HR developed this safety talk template for employers to customize and use for any topic in their organization. The Participant Handout should include information that you hope the worker will retain from the safety talk content and should be handed out during the safety talk for workers to reference later. Feel free to use it at your discretion.

**Challenging Interactions Overview**

Interacting with customers and providing great service is a critical part of front-line roles in the tourism and hospitality industry. Interactions are often positive but there can also be times when a front-line employee is faced with a challenging or confrontational situation.

**Safety Talk Outline (using the handout below):**

1. Introduce why it’s important to talk about navigating challenging interactions

2. Discuss verbal & non-verbal communication skills and how to end challenging interactions

3. Spark conversation through the prompts

**Additional Resources:**

-[CCOHS: Violence and Harassment in the Workplace - Dealing with Negative Interactions](https://www.ccohs.ca/oshanswers/psychosocial/violence/violence_negative.html)

-[WorkSafeBC Bullying and Harassment Resource Toolkit](https://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment/resource-tool-kit)

## Topic Overview:

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## Safety Talk Facilitator Guidance

🞏 **Introduce** the topic and why it’s important

🞏 **Discuss** the associated hazards and likely incidents

🞏 **Tour** the work zone identifying hazardous areas

🞏 **Distribute** the Participant Handout

🞏 **Use** the info above to guide the discussion

🞏 **Document** the talk using the Safety Talk Record

🞏 **Explain** what controls are used to minimize the risks

🞏 **Remind** employees about applicable PPE usage

🞏 **Emphasize** the importance of safe work procedures

🞏 **Ask questions** to generate group discussion

🞏 **Answer any questions** or concerns they might have

🞏 **Set a good example** by working safely at all time

# navigating ChallenginG interactions

Safety Talk Record

|  |  |
| --- | --- |
| **Discussion Leader:** | **Date:** |
| **Department:** | Time: |

### Attendees (Please print your name and sign beside it. If you are a contractor, also include your company name):

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### Near miss/incidents and investigations reviewed: ☐ None this month

### Any questions or concerns from workers?

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| --- | --- | --- | --- |
| **Action needed:** | **Person responsible:** | **Due date:** | **Completed date:** |
|  |  |  |  |
|  |  |  |  |

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| --- | --- |
| **Supervisor/Manager print name & sign:** | **Date:** |

### Reviewed by:

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**Why Talk about Navigating Challenging Interactions?**

Interacting with customers and providing great service is a critical part of front-line roles in the tourism and hospitality industry. Interactions are often positive but there can also be times when a front-line employee is faced with a challenging or confrontational situation. This talk offers advice to foster positive communication among all parties, including managers, workers, customers, guests, and clients.

**Verbal Communication Skills**

Verbal communication skills encompass how you speak to others, including the words you select and how you deliver them, such as tone (angry or calm) and volume (loud or soft). While communicating remember to:

-Focus on the other person and show interest in what they're saying

-Maintain eye contact to convey engagement while staying calm and mindful of your delivery

-Speak clearly, at an appropriate volume and use simple language

-Listen without interrupting or offering unsolicited advice

-Seek understanding by asking questions like "Help me understand why you're upset"

**Non-verbal Communication Skills**

Non-verbal communication, encompassing body language and positioning, can either de-escalate or intensify a situation. Key points to remember:

-Use calm body language: maintain a relaxed posture, unclenched hands, and an attentive expression.

-Match the other person's physical level (sitting/standing) and give them adequate personal space

-Position yourself at a right angle rather than directly facing the other person.

-Avoid using gestures that may appear confrontational, such as hands on hips, pointing finger, or crossing arms.

**How to End a ‘Challenging Interaction’**

To end a challenging interaction safely and effectively:

-Calmly tell the person that abusive treatment will not be tolerated and that the conversation will end if needed.

-End the conversation in a non-threatening way and ask the person to leave or remove yourself.

-If the person refuses to leave, seek assistance from your supervisor and ensure other staff vacate the area.

-Contact security or local authorities if needed.

-Follow workplace bullying and harassment prevention policy by filing a report.

**Conversation Topics for the Team**

-With your team, practice ways you could politely end the conversation.

-Do you have any additional tips on how you have handled challenging interactions?

-Are there any additional internal supports in place? (Silent alarm, additional training, pre-arranged code word)

-Discuss some likely situations in your workplace where challenging interactions could occur.

Participant Handout

### For more information on this topic or if you have questions, contact: