

Conflict Management Policy

High risk conflict situations are situations where the member of staff involved is at immediate risk of being attacked.

Because of this, it is important that our staff recognise the signs of escalation and respond as quickly as possible to reduce conflict and aggression.

As with any problem behaviour, the first step is prevention. Aggression can be recognised and broken down into several stages. They will start with frustration and will progress up the scale. Recognising signs of escalation is an important part of managing situations effectively.

Signs of escalation are:

- Red face, clenched teeth, glaring
- Abuse that is personal about you
- Moving into your personal space
- Fists clenched and arms raised
- Finger pointing leading to poking and physical contact
- Swearing and abusive language

When dealing with high risk conflict situations, you will find it useful to follow the 4 A's rule. The 4 A's is way of dealing with situations so that they do not escalate:

- Don't get **Angry**,
- Manage **Abuse**
- Maintain a positive **Attitude**
- Be **Assertive**

Reducing or Eliminating the Risk of Conflict

The majority of your interactions with customers, clients and other members of the public will be positive, polite and professional. However, factors such as frustrations, anxiety, tiredness, drunkenness and the influence of drugs can all affect how interactions develop and it is important to remember that people are likely to respond aggressively if you seem aggressive to them.

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There are simple steps that can be taken to help prevent conflicts:

- Smile, be pleasant and helpful
- Listen with empathy
- Look and sound professional
- Do not raise your voice
- Be consistent and fair
- Never talk down to people
- Control your tone of voice
- Control your body language
- Stay calm

All SafetyNet Security Operatives have a “duty of care” to themselves and others.

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