

## **C.A.R.E. Safety Tips**

### **Dealing Effectively with Hostility and Violence in the Workplace**

#### **Techniques for Gaining Cooperation**

- **Request, don't demand**
- **Don't make assumptions**
- **Remove your sunglasses**
- **Assume an active listening posture**
- **End the contact by offering your business card**
- **Turn the interaction over to another co-worker**
- **Paraphrase information back to clarify key points**
- **Take notes, make eye contact, and explain the process**
- **Refer to people as Mr., Ms, Sir, Ma'am or their first names**

#### **Contacting Hostile People**

- **Downplay your authority**
- **Stand at a right angle to the person**
- **Do not invade his or her personal space**
- **Have the person sit down and back in the chair**
- **Assume a non-threatening stance: Your body bladed, hands up, palms out, gesturing to move back**
- **Attempt to place a barrier between you and the hostile person**
- **Display a sense of confidence: Stand straight, make eye contact, speak slowly and firmly**

**This Public Safety Education Presentation Has Been  
Sponsored By The Following Businesses and Corporations**

- **The Bicycle Barn**
- **Bob's Printing**
- **Jim's Upholstery**
- **A and G Auto Repair**
- **Stanley Construction**
- **Johnson Lumber Co.**
- **The Balance Sheet**
- **Natural Foods**
- **Soft Light Interiors**
- **Tim's Cleaners**
- **Depot Grill**
- **Debbie's Ceramics**
- **Urgent Health Care**
- **Taylor Computer**
- **AA Travel Agency**
- **Center Family Dental**
- **Fess Law Office**
- **Instate Asphalt**
- **Auto Care Clinic**
- **Hues Brothers Auctions**
- **A and B Collision**
- **Legacy Ford**
- **Speedy Car Wash**
- **Smith's Garage**
- **Easy Car Rental**
- **Lube & Go**
- **Foyer Bank**
- **River Inn**
- **Formal Affair Suits**
- **Be So Kleen**
- **B's Beauty Supplies**
- **Great Pools and Spas**
- **Read It Again Books**
- **Lamkins Bookkeeping**
- **Bridal Place**
- **Coast Buildings**
- **Oregon Printing**
- **A and L Marine**
- **Floors 4 You**
- **Baseline Carpet**
- **Ben's Cleaners**
- **West Catering**
- **Kids' Play Daycare**
- **Oregon Inn**
- **Barton's Ready Mix**
- **Portable Storage & Rentals**
- **Stones Office Supply**
- **City/County Credit Union**
- **Around the World Travel**
- **Security Fence**
- **Asya's Jewelers**
- **Overhead Door Company**
- **Big Creek Trophies**
- **Betty's Quilt Works**
- **Smith Security**
- **Make Her Day Flowers**