

De-escalating Stressful Situations with Passengers

Presented by
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WHY A RIDE MATTERS

- Transit connects people and places
- Transit creates opportunity
- Transit is infrastructure



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**Do you know what we ask
our employees to do each
day?
*ALMOST IMPOSSIBLE!***

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IMPORTANT FACTS

- Difficult & dangerous
- 40,200-4,600,000
- Increase in on-board bus assaults
- Increase in rude passenger behavior
- Responsibility
- Safety sensitive
- Public funds
- Use of Social Media By Everyone
- Quality of life

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What Do You Want At The End of The Work Day

- Be Safe
- Go Home
- Enjoy You Evening

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Facts About Us:

- 10 % - Serious Mental Health Issues
- 10% - Some Form of Addiction
- 30% - Upset about

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Four Moods of People Getting On Your Bus

- 1. OK / Calm
- 2. Anxious / Worried / Stressed
- 3. Difficult / Upset / Angry
- 4. Out of Control / Dangerous

How you react pushes the person up or down!

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Does This Bus Go Downtown?

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Why Do People Ask Questions?

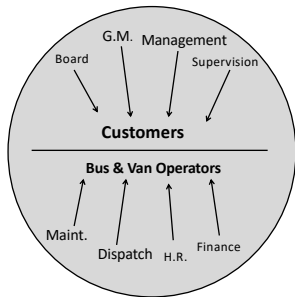
- They Don't Know
- They Are Worried
- They See You As An Authority

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What Do They Need?

- An Answer
- Respect
- Reassurance

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It All Starts With Call Takers & Dispatchers



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Dispatcher Call

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Four Moods of People Getting Contacting Your Agency

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How you react pushes the person up or down!

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**80% of Operator Assaults
have their root cause
connected to an argument at
the Farebox.**

Your Job is to Inform

Not Enforce!

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PERSONAL SAFETY & SECURITY

Diffusing Strategies

- Acknowledge the person's feelings
- Ask open-ended questions
- Apologize for the inconvenience the person is experiencing (No judgement)
- Give choices and consequences
- Don't argue or escalate

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**What passenger behaviors
have you or your agency
experienced in the past two
years that seem to point to
an increase in rudeness or
personal safety & security
challenges?**

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Let's Hear From an Expert

• Dr. Christine Conte

- PhD – Counselor Education & Supervision, Duquesne University
- Licensed Professional Counselor
- Certified Anger Management Specialist – Level 5
- Certified Domestic Violence Counselor

1. Validate

Acknowledge how the person feels & make no judgement about their feelings

2. Find Options

What would help you. Here's what I can do

3. Allow for Choice

Give them the right to choose
Move away from fight or flight

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Christian Conte



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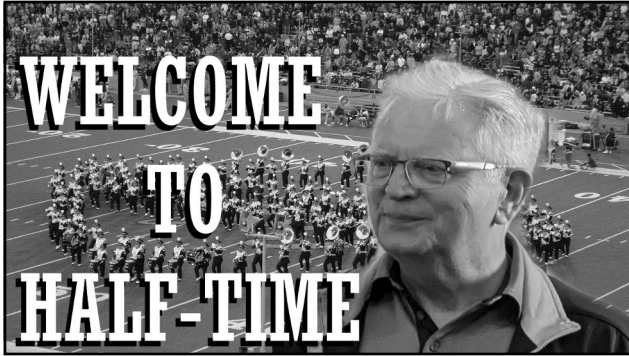
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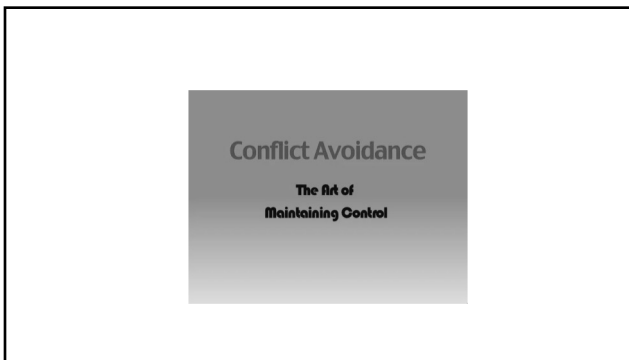
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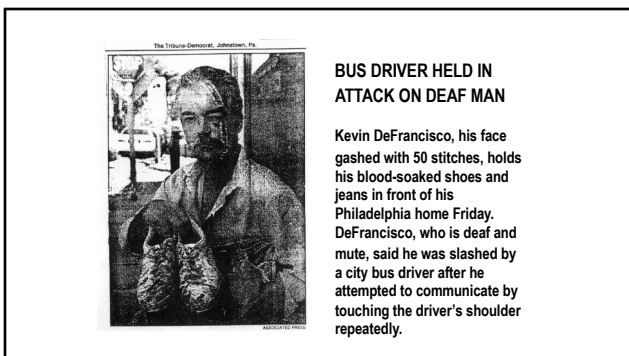
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Customer Service in Action 25
National RTAP Video



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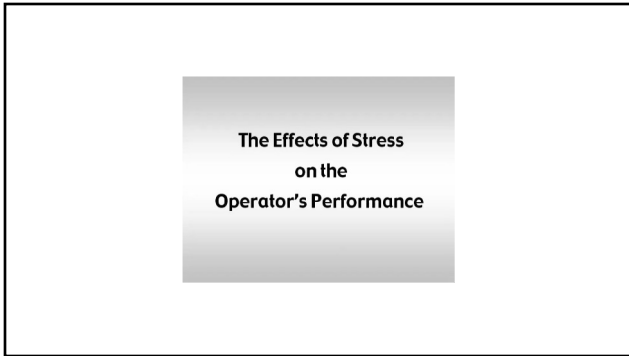
**Six Truths About Respectful
Customer Service**

- 1. Makes life better for my customers.**
- 2. Stress levels are reduced.**
- 3. Builds community support for transit.**

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- 4. Gives a sense of fulfillment and self respect.**
- 5. What we say and believe about customers affects how we treat them.**
- 6. Treatment of customers reflects how we treat each other.**

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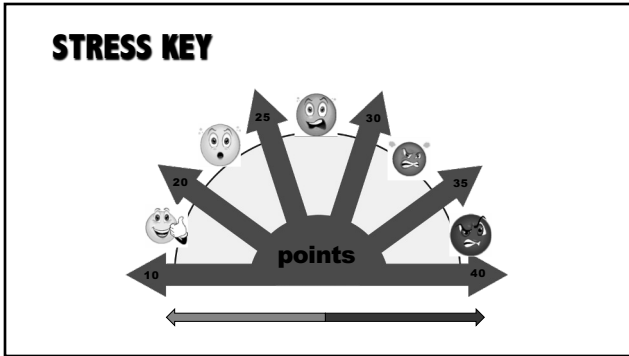
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- Stress Reduction Strategies*
- **Prayer & Meditation (Quiet Time)**
 - **Deep Breathing**
 - **Exercise – Walking**
 - **Think Present**
 - **Fun Stuff – Videos, Hobbies,**
 - **Write in a Journal**
 - **Pause & Reflect**
 - **Talk to Someone You Trust**
 - **Regular Sleep Patterns**

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Randy Pine Video

**Workbook Session
Three**

Reacting to Passenger Stress
Stages Exercises

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Resources

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During Your Interactions With Customers

- Be Aware of Your Own Mood
- Make Eye Contact
- Be Aware of Your Vocals & Your Visuals
- Choose to De-escalate
- Allow others to be right
- Choose Kindness

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Be Kind To All You Encounter Today, For They Are On A Difficult Journey You Know Nothing About

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**What Do You Want At The
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**Thank you for attending!
Please fill out the
evaluation!**



Presented by
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