**CUSTOMER SERVICE**

**&**

**DE-ESCALATING STRESSFUL SITUATIONS WITH PASSENGERS**



**Michael R. Noel**

**A compass with the north east and the north west

Description automatically generated with medium confidenceNoel Training & Consulting LLC**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WHY A RIDE MATTERS**

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

**WHAT WE ASK EMPLOYEES TO DO EACH DAY**

**IMPORTANT FACTS**

* **Difficult and dangerous**
* **40,200 - 4,600,000 (2017)**
* **Increase in on-board bus assaults**
* **Increase in rude passenger behavior**
* **Responsibility**
* **Safety sensitive**
* **Public funds**
* **Use of social media by everyone**

**THE BIG PICTURE**

**WHAT YOU WANT TO DO AT THE END OF THE WORK DAY?**

* **Go home**
* **Be safe**
* **Enjoy your evening**

**FACTS ABOUT US**

* **10% - Serious mental health issues**
* **10% - Some form of addiction**
* **30% - Upset about . . .**

**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.**

**WHY DO PEOPLE ASK QUESTIONS?**

* **They don't know**
* **They are worried**
* **They see you as an authority**

**WHAT DO THEY NEED?**

* **An answer**
* **Respect**
* **Reassurance**

**A diagram of customer service

Description automatically generated**

**IT ALL STARTS WITH CALL TAKERS AND DISPATCHERS**

* **Sorry for the inconvenience**
* **There's been a mistake in the schedule**
* **Here's what I can do**

**80% OF OPERATOR ASSAULTS HAVE THEIR ROOT CAUSE CONNECTED TO AN ARGUMENT AT THE FAREBOX OR FRONT OF THE BUS**

**Your job is to inform, not enforce!**

**What passenger behaviors have you or your agency experienced in the past 5 years that seem to point to an increase in rudeness or personal safety and security challenges?**

**DR. CHRISTIAN CONTE**

1. **Validate**

**Acknowledge how the person feels and make no judgement about their feelings**

1. **Find Options**

**What would help you? Here's what I can do**

1. **Allow for Choice**

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

**PERSONAL SAFETY AND 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**

**KEVIN DEFRANCISCO**

**BUS DRIVER HELD IN ATTACK ON DEAF MAN**

**Kevin DeFrancisco, his face gashed with 50 stitches, holds his blood-soaked shoes and jeans in front of his Philadelphia home Friday. DeFrancisco, who is deaf and mute, said he was slashed by a city bus driver after he attempted to communicate by touching the driver’s shoulder repeatedly.**

Standard - Speaker 1994

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**WHAT OUR CUSTOMERS WANT**

**Notes:**

**A person standing on a street

Description automatically generatedA person wearing glasses and a pink shirt

Description automatically generatedTAKING CARE OF YOUR CUSTOMERS**

**Seven Basic Needs of Transit Customers**

1. **A person in front of a map

   Description automatically generatedReliability**
2. **Safety and Security**
3. **Convenience and Accessibility**
4. **A person sitting in a chair

   Description automatically generatedA person and a child

   Description automatically generatedClean and Comfortable**
5. **Understandable**
6. **Affordable**
7. **Friendly and/or Empathetic**

**SIX TRUTHS ABOUT CUSTOMER SERVICE**

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

**CONFLICT AVOIDANCE**

**Notes:**

**TRAINING OR PUNISHING**

**Remember, when you make someone wrong, or they feel put down with sarcasm, they become defensive**

**Four Moods of People Getting On you 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!**

**OC BUS OPERATOR ASSAULT**

**Notes:**

**OUTSIDE CONDITIONS WHICH POTENTIALLY INCREASE ASSAULTS OR POOR PASSENGER BEHAVIOR**

* **Temperatures above 90**
* **Temperatures Below 30**
* **Extreme weather / rain**
* **Darkness**

**THE EFFECTS OF STRESS ON THE OPERATOR'S PERFORMANCE**

**Notes:**

**STRESS AND DE-ESCALATION**

**What is stress?**

**STRESS KEY**

**A screenshot of a game

Description automatically generatedNotes:**

**How's Your Stress?**

**Notes:**

**STRESS REDUCTION STRATEGIES**

* **Prayer and meditation (quiet time)**
* **Deep breathing**
* **Exercise - walking**
* **Think present**
* **Fun stuff - videos, hobbies, music**
* **Write in a journal**
* **Pause and Reflect**
* **Talk to someone you trust**
* **Regular sleep patterns**

**RANDY PINE VIDEO**

**Notes:**

**RESOURCES**

**Conflict Management and De-escalation for Transit Drivers and Supervisors (CTAA:** [**https://shop.training.ctaa.org/conflict-management-and-de-escalation-for-transit-drivers-and-supervisors/)**](https://shop.training.ctaa.org/conflict-management-and-de-escalation-for-transit-drivers-and-supervisors/)

**DURING YOUR INTERACTION WITH CUSTOMERS**

* **Be aware of your own mood**
* **Be aware of your vocals and your visuals**
* **Make eye contact**
* **Choose to de-escalate**
* **Allow others to be right**
* **Don't take other's moods personally**
* **Choose kindness**

*Be kind to all you encounter today, for they are on a difficult journey you know nothing about.*

**What do you want the end of the work day?**

* **Be safe**
* **Go home**
* **Enjoy your evening**

**Thank you for attending!**

**Cartoon a cartoon of a person waving

Description automatically generated**

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**A compass with the north east and the north west

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STRESS TEST

Choose the most appropriate answer for each of the 10 statements below and place the corresponding number of your response in the space to the left of the question.

(4) Almost always

(3) Very often

(2) Seldom

(1) Never

**\_\_\_\_\_\_**

How often do you find yourself with not enough time to complete the things that you need to do?

How often do you find yourself becoming confused and unable to think clearly because too many things are happening at once?

**\_\_\_\_\_\_**

**\_\_\_\_\_\_**

How often do you wish you had help to get everything done?

**\_\_\_\_\_\_**

How often do you feel that people around you simply expect too much from you?

**\_\_\_\_\_\_**

How often do you feel overwhelmed by the demands placed upon you?

**\_\_\_\_\_\_**

How often do you find your work infringing upon your leisure hours?

**\_\_\_\_\_\_**

How often do you get depressed or anxious when you consider all of the things that need your attention?

How often do you see no end to the excessive demands placed upon you?

**\_\_\_\_\_\_**

**\_\_\_\_\_\_**

How often do you have to skip a meal so that you can get things finished?

**\_\_\_\_\_\_**

How often do you feel that you have too much responsibility?

After you complete this exercise, total your score here.

KEY TO SELF ASSESSMENT STRESS TEST

|  |  |
| --- | --- |
| 10 – 20 points | Low  Handles stress well  Cool – Calm – In Control |
| 20 – 25 points | Some Anxiety  Tell, Rather Than Ask  Ask Questions of the People “In Charge” |
| 25 – 30 points | More Anxiety  Often Angry  Easily Upset – Confrontational |
| 30 – 35 points | Disproportionate Anxiety & Anger  Negative – Often In Serious Conflict |
| 35 – 40 points | Stress Related Illnesses  Upset – Angry  Out Of Control |

What techniques can you practice to lower stress?