



CONFLICT RESOLUTION AND DE-ESCALATION

You occupy a vital role as public servants, dedicated to facilitating the democratic process and serving voters. These people rely on you to provide a smooth, accessible, and respectful voting experience. It is important to recognize that personal moods fluctuate and maintaining unwavering cheerfulness is challenging at times. Your commitment to customer service remains paramount. Remain respectful, courteous, and offer voters a positive interaction.

10 TIPS FOR DE-ESCALATION



ACTIVE LISTENING

Pay attention to what a voter is saying

STAY CALM

Remain rational and professional



PERSONAL SPACE

Maintain a safe distance

DOWNPLAY CHALLENGES

Redirect a voter back to the original topic



BE AWARE OF NON-VERBAL COMMUNICATION

Watch your body posture, position, and proximity

CLARIFY MESSAGES

Use short, simple, and clear communication



PERMIT VERBAL EXPRESSION OF FRUSTRATION

Allow a voter to release energy verbally

SET SIMPLE AND ACHIEVABLE LIMITS

Avoid too many requests or demands



MAINTAIN FACIAL EXPRESSIONS

Maintain a neutral, attentive facial expression

ANALYZE THE SITUATION

Review the event and look for areas of improvement



VERBAL STRATEGIES

tone + volume + rate of speech + inflection

tone

Speak calmly to demonstrate empathy

VOLUME

Be aware of volume and avoid raising your voice



RATE OF SPEECH

Slower can be more soothing

INFLECTION

Be aware of emphasizing words or syllables that could have a negative effect

SPACE MANAGEMENT

BUDDY SYSTEM

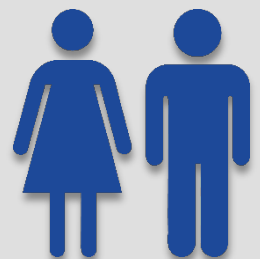
Avoid being alone with a voter

LOCATION

Change the setting, if possible

YOU'RE NOT ALONE

Seek additional help when needed



**YOU HAVE THE POWER TO FOSTER A
POSITIVE AND RESPECTFUL
ENVIRONMENT FOR ALL VOTERS**

