

Crisis Management and De-Escalation

Take a moment to read and complete this worksheet. As a manager, you know that the time to prepare for a crisis is before one occurs.

Crisis Management Basics

A crisis can occur at any time, and it can involve guests, staff, or both. Once a problem starts, events can escalate fast! So pay attention to every aspect of your operation, and check in with staff and guests frequently. It's also a good idea to know your operation's "hot spots" where altercations are most likely to occur. Waiting areas, bars, and bathrooms are common hot spots. Remember to stop, look, and listen. A manager's role is to stay calm and find solutions.



STOP

The first step in crisis management is to stop whatever it is that you're doing and focus on the problem. Intervene immediately and de-escalate the situation.



LOOK

Always watch out for indicators that the problem may be about to escalate. Look for things like big displays of emotion, raised voices, and name calling or slurs. Those are more obvious indicators, but you also want to look for more subtle signs, like violations of personal space.



LISTEN

Examine the situation as objectively as possible. It is important to understand each party's perspective. Try to answer the question, "What's actually happening here?" Listen to what everyone has to say, and be non-judgmental. And respect everyone's personal space. Getting in someone's face can inflame a situation.

Practice empathy and ask yourself, "How can I defuse the situation?" The real goal is to de-escalate the situation, and make sure things don't get any worse.

MY OPERATION'S POLICIES

Each operation has different policies on how to deal with challenging situations. Complete the questionnaire below to help prepare yourself for potential problems. The time to prepare for a crisis is before it happens.

In the event of a crisis, such as an argument that is being video recorded, I should contact:

Name:

Title:

Contact Information:

I have reviewed my operation's policy on when to contact law enforcement.

YES

NO

If you answered, "No," please take the time to do this.

I have reviewed my operation's policy on what to do when being filmed.

YES

NO

If you answered, "No," please take the time to do this.

I have reviewed my operation's policies on when and whether I am allowed to ask a guest to leave.

YES

NO

If you answered, "No," please take the time to do this.

My staff has been trained on when to get a manager in the event of an altercation.

YES

NO

If you answered, "No," please take the time to do this