



Workplace Safety and Personal Safety

Dealing with hostile/angry clients

- Clients can react with anger because of difficulty in finding help with their situation, emotional pain or discomfort, fear, anxiety, or other reasons.
- React and respond to a client in a calm but firm manner.
- A lower volume of voice can help the client calm down.
- Encourage the client to sit down.
- Rehearse ahead of time what you would say or do in these situations.
- Do not tolerate abusive behavior.
- Make command statements in a firm but non-challenging tone, saying what you want or do not want. Examples of this might be, "I want you to leave" or "I do not want to argue with you."
- Use strong body language.
- If you are sitting down, keep your body upright and ready to move if you need to.
- Think over situations and think about ways to react to those situations.
- Keep your distance from the hostile person.
- If you anticipate any problems, let someone know ahead of time.
- If you feel you may be in jeopardy, leave the area, go somewhere safe and dial 911 and notify your security department.