**Listen:** approach the person from the front so they can see you. **Use active listening** - repeat back what the person has said to let them know you have their full attention and respect.

**Understand:** don’t argue or be defensive. **Let the person vent.** Don’t take insults or foul language personally. **Choose your words carefully.**

**Act:** guide the person to a safer place. **Do not put hands on anyone.** Ask others to leave the area. **Ask for help.**

**Never say…**

- Calm down!
- What's your problem?
- Those are the rules!
- I'm not going to tell you again!
- Why can't you be reasonable?

**You’ll just make matters worse!**