

August 12, 2019

## Conflict Avoidance

- Don't allow yourself to be provoked into doing things that go against your goal of getting your passengers safely to their destinations.
- Not responding to rude remarks is usually the quickest way to get unpleasant customers away from you.
- Choosing to let something go can be difficult, but it may be the best way to achieve your goal.



### **When is it a good idea to let it go?**

- It's best to let it go when rules have not been broken. *Trying to control customer's behavior beyond what the rules say will almost always cause problems.*
- It's best to let it go when you can't make it better. *Why make a situation worse? For instance, once you have informed a customer of a rule, why argue with the customer if there is no safety problem?*
- It's best to let it go when the problem will go away on its own. *Why prolong an event that is already over or soon will be?*