

Tuesday  
February 7, 2017

## How to Handle Hostile Situations

### LOCATION:

Columbia River Catering  
Shilo Inn  
50 Comstock  
Richland, Washington

5:30 p.m. - Check in/Networking  
(no host cocktail service)

6:00 p.m. - Buffet Dinner

6:45 p.m. – Presentation

### DINNER BUFFET MENU:

The Chef and crew at Columbia River Catering always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

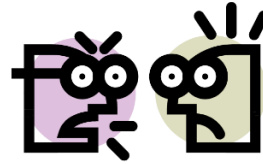
**Cost:** (cash or check)

\$20 ASQ members  
\$25 non members  
\$5 presentation only

Reservations are due February 2.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation.

**Note:** All no shows will be billed unless cancelled 48 hours in advance.

For more information about our ASQ section and other upcoming events:  
[www.asq614.org/](http://www.asq614.org/)



Michael Blatman, CPP

Kennewick Police Department

The customer is always right. Right? Even the most professional among us have probably encountered at least one customer who felt he or she was right to the point of a potentially hostile situation. And sometimes even other team members may become unexpectedly angry and/or violent.

In spite of our best efforts to provide courteous and responsive service to customers, and regardless of how helpful and kind we may be to those around us, we cannot always predict how other people will act or react. It doesn't matter whether you perform audits, design software, sell used cars, schedule appointments, coach football, or manufacture medical devices, we all run the risk of facing a hostile encounter.

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors. Homicide is currently the fourth-leading cause of fatal occupational injuries in the United States. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,679 fatal workplace injuries that occurred in the United States in 2014, 403 were workplace homicides.

Join us on February 7 and learn more about how to handle a hostile situation. We will discuss how to:

- Defuse an irrational person
- Calm an angry person
- Let your attitude reverse a situation
- Identify the stages of patterned behavior
- Stay calm composed and objective
- Communicate clearly
- Be mentally prepared

*About the Speaker: Michael Blatman, CPP, is a Crime Prevention Specialist with the Kennewick Police Department, a position he has held for 38 years. He is also the Law Enforcement Coordinator for Tri-Cities Crime Stoppers. Tri-Cities Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy.*