



**RECOGNIZE
AND ACT**

ACTION

I will report the
incident to the
supervisor



**RECOGNIZE
AND ACT**

ACTION

I will call the
emergency services



**RECOGNIZE
AND ACT**

ACTION

I will leave the room



**RECOGNIZE
AND ACT**

ACTION

I will document the incident: note time, date, place, persons involved



**RECOGNIZE
AND ACT**

ACTION

I will not respond, but
instead address the
situation at the
management level.

A large orange right-angled triangle is positioned in the upper left corner. To its right, a blue shape resembling a quarter-circle or a sector of a circle is partially visible, with a dark blue diagonal line extending from the top right towards the center of the page.

**RECOGNIZE
AND ACT**

ACTION

I will discuss the
situation with the
parties involved

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**RECOGNIZE
AND ACT**

ACTION

I will organize
a workshop where
positive behavior
is being discussed
and taught.



**RECOGNIZE
AND ACT**

ACTION

I will organize a meeting where everyone is given equal time to share their thoughts on work environment.

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**RECOGNIZE
AND ACT**

ACTION

I will ask colleague
to help

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**RECOGNIZE
AND ACT**

ACTION

I will explain the effects of his/her behavior and possible outcomes if the behavior doesn't improve.



**RECOGNIZE
AND ACT**

ACTION

I will immediately
yell for help



**RECOGNIZE
AND ACT**

ACTION

I will call the security



**RECOGNIZE
AND ACT**

ACTION

I will inform all
colleagues about
the issues



**RECOGNIZE
AND ACT**

ACTION

I will run



**RECOGNIZE
AND ACT**

ACTION

I will ask for a short
break



**RECOGNIZE
AND ACT**

ACTION

I will ask to take
a few days off

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**RECOGNIZE
AND ACT**

ACTION

I will discuss the need
for a safe place for
the staff to calm
down after incidents



**RECOGNIZE
AND ACT**

ACTION

I will make an
anonymous
suggestion box to
create a better work
environment

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**RECOGNIZE
AND ACT**

ACTION

I will write a joint
staff letter to the
management



**RECOGNIZE
AND ACT**

ACTION

I will create a visual
reminder for guests
and workers of what
respectful behavior
looks like



**RECOGNIZE
AND ACT**

ACTION

I will ask colleague
to cover for me



**RECOGNIZE
AND ACT**

ACTION

I will switch to other
work responsibilities
for a while



**RECOGNIZE
AND ACT**

ACTION

I will create a distance
between myself and
the persons involved

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**RECOGNIZE
AND ACT**

ACTION

I will talk to a more
experienced
colleague



**RECOGNIZE
AND ACT**

ACTION

**I will look for another
job**



**RECOGNIZE
AND ACT**

ACTION

I will ask them
to leave

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**RECOGNIZE
AND ACT**

ACTION

I will organise a
manager shift to help
the decision makers
understand the
employees' work
experience



**RECOGNIZE
AND ACT**

ACTION

**I will confront the
persons involved**



**RECOGNIZE
AND ACT**

ACTION

I will ignore the
situation



**RECOGNIZE
AND ACT**

ACTION

I will ask a colleague
to switch

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**RECOGNIZE
AND ACT**

ACTION

I will seek advice with
a trusted colleague



**RECOGNIZE
AND ACT**

ACTION

I will decline and
not apologise



**RECOGNIZE
AND ACT**

ACTION

**I will express
my concern**

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**RECOGNIZE
AND ACT**

ACTION

I will prepare for a
confrontation when
I expect an incident
to happen

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**RECOGNIZE
AND ACT**

ACTION

**I will advocate
for better work
environment**



**RECOGNIZE
AND ACT**

ACTION

I will get familiar with
my rights as an
employee

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**RECOGNIZE
AND ACT**

ACTION

I will become part of
a workers union or a
similar organization



**RECOGNIZE
AND ACT**

ACTION

I will offer help to
colleagues in difficult
situations



**RECOGNIZE
AND ACT**

ACTION

I will help create
a work culture of
helping each other
out

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**RECOGNIZE
AND ACT**

ACTION

I will work to minimize
competition among
employees

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**RECOGNIZE
AND ACT**

ACTION

I will find or create a
virtual space where
HORECA workers can
share our experiences



**RECOGNIZE
AND ACT**

ACTION

**I will stand up for my
colleagues**



**RECOGNIZE
AND ACT**

ACTION

I will have a private
conversation with the
person involved



**RECOGNIZE
AND ACT**

ACTION

I will ask for safety
measures to be taken



**RECOGNIZE
AND ACT**

ACTION

I will discuss the
situation with other
colleagues



**RECOGNIZE
AND ACT**

ACTION

I will look for
strategies other
companies use in
similar situations



**RECOGNIZE
AND ACT**

ACTION

I will place behavior
guidelines in a visible
place in the
establishment



**RECOGNIZE
AND ACT**

ACTION

**I will organize a night
out with colleagues**



**RECOGNIZE
AND ACT**



ACTION

**I will refuse to serve
the client**

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**RECOGNIZE
AND ACT**

ACTION

I will ask the guest to
be forbidden to enter
the establishment for
a set amount of time

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**RECOGNIZE
AND ACT**

ACTION

**I will advocate for
more workers during
shifts**



**RECOGNIZE
AND ACT**

ACTION

**I will work on stress
management skills**

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**RECOGNIZE
AND ACT**

ACTION

I will ask for guidelines
of possible incidents
and their solutions



**RECOGNIZE
AND ACT**

ACTION

I will discuss the situation with co-workers and then address it with the management



**RECOGNIZE
AND ACT**

ACTION

I will stay calm,
but firm

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**RECOGNIZE
AND ACT**

ACTION

I will advocate for a
zero tolerance policy
against abusive
behavior

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AND ACT**

ACTION

**I will be consistent
in my attitude**

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**RECOGNIZE
AND ACT**

ACTION

**I will write an email
to the supervisor**



**RECOGNIZE
AND ACT**

ACTION

**I will take someone
with me**



**RECOGNIZE
AND ACT**

ACTION

I will keep refusing

A large orange right-angled triangle is positioned in the upper left. To its right, a blue shape resembling a quarter-circle is partially cut off by a diagonal line.

**RECOGNIZE
AND ACT**

ACTION

I will develop the strategies to monitor and evaluate further incidents