

THE 4 GEARS

***USE THIS METHOD WHEN SOMEONE IS
AGGRESSIVE,
AGITATED,
CONFRONTATIONAL OR INTIMIDATING,
A THREAT TO THEMSELVES OR OTHERS.***



GEAR 1 REQUEST AND REASON

I NEED YOU TO LEAVE THE PREMISES/STOP DOING THAT BECAUSE.....

GEAR 2 REPEAT REQUEST

I NEED YOU TO

GEAR 3 INTRODUCE THE CONSEQUENCES

IF YOU DON'T LEAVE STOP DOING THAT

THEN.....

GEAR 4 ISSUE THE CONSEQUENCES!

MORE RESOURCES AT WWW.WIHI.CO.UK



***REMEMBER:
DO NOT NEGOTIATE
REMAIN CALM
DO NOT APOLOGISE
DO NOT THREATEN
DO NOT MENTION
CONSEQUENCES THAT YOU
CANNOT ISSUE***