

Normal Method of Getting People To Comply

1. Ask / Tell

2. Order

3. Threaten

4. Hesitation

5. Escalate

1. Ask or Tell.

"Do this" (it's all in the tone of voice)

or

What do you think you are doing?

2. Order

Oi! no play fighting!

Or

Ma'am put that phone away

The customer arcs up and/or becomes resistant;

“Don't talk to me that way”

or

“Why!”

3. Threat

You: “If you don't stop play fighting ***I'll kick you out***”

Them: “I won't Go”

You: Get out now!

Them: No!

You: “You'll be banned for three months”

Them: “I don't care, Ban Me”

*(This has now become a matter of honour:
”I stood up to the Man”)*

You: “You'll be banned for 6 months”

*(Now it is a test to see how long they can be banned
It also becomes a badge of honour amongst their friends)*

4. Hesitation

We all know this feeling. Our thinking goes something like:

“I didn't want it to go this far do I really want to push this?”

Or

*Oh @#@***@!!!*

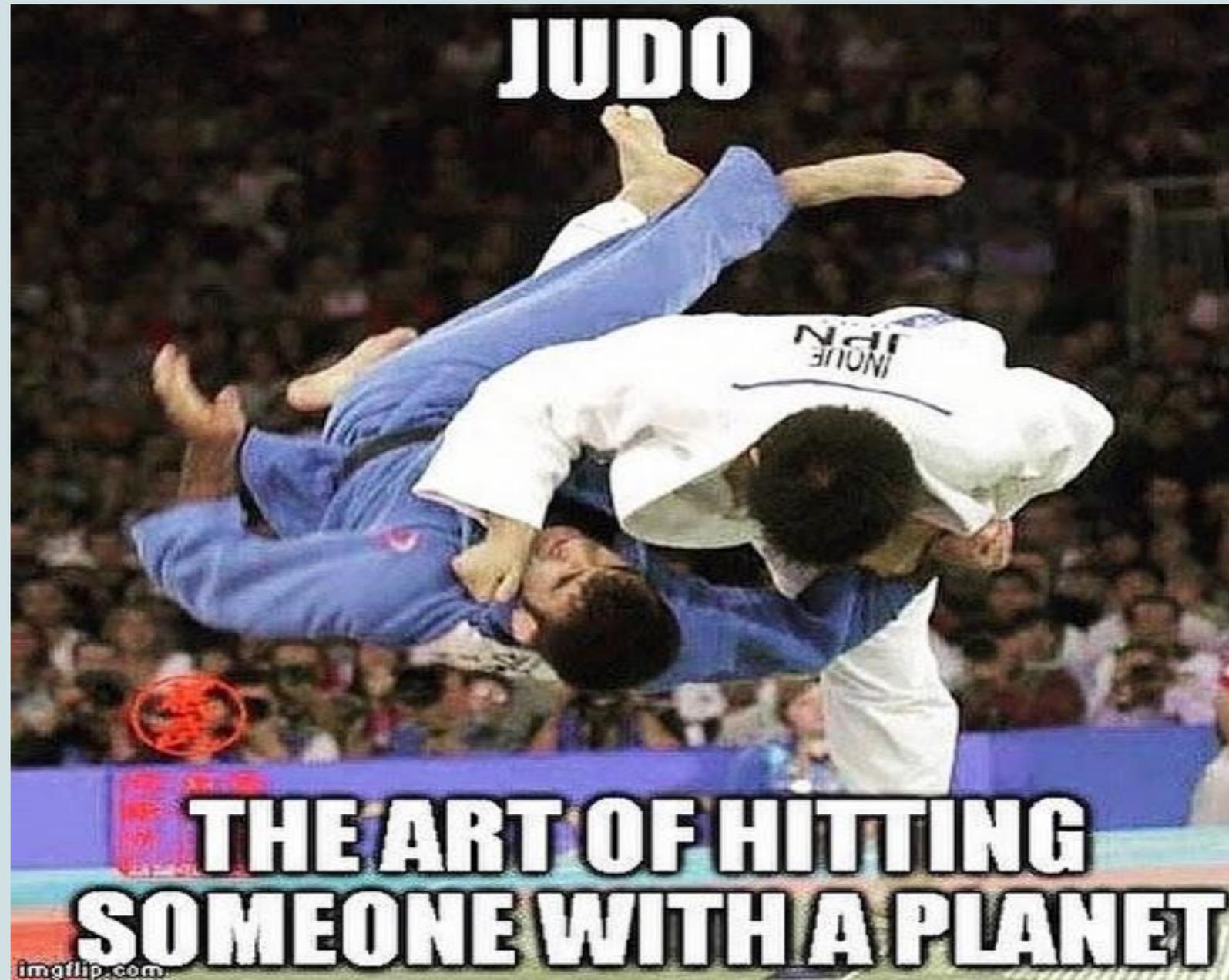
Research says that Hesitation is where things become most dangerous. As a former youth worker with a Lot of street experience, I can confirm this.

Hesitation is when violence breaks out.

5. Escalate

Police called

This may be what we would love to do
But we can't 😊



Enter Verbal Judo for Life Guards

Verbal Judo for Life Guards

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Verbal Judo for Life Guards

Verbal Judo Method Of Getting People To Comply

1. Ask
2. Set context
3. Give options
4. Confirm
5. ACT

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1. Ask

*- A non confronting Genuine request
(This is not a substitute for a command)*

You: “Hello my name is How are you <their name>
or What your name”

You: “May I ask you to put the phone away?”

*Note: In many pools in Australia there is an expectation that parents or carers
should supervise their children not be on their phones*

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1. Ask (continued)

If customers are known to you, particularly if they are known trouble makers, introducing yourself when you first see them is always a good move.

*Firstly it gets you their name before there is any trouble or they try posturing
and*

Secondly making yourself known to someone and getting their name or letting them know that you have their name, is a strong deterrent.

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2. Set Context

Give them good reasons why they should comply.

It is my preference to put steps 1 and 2 together

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2. Set Context (Continued)

For example: in the case where it is clear that it is a proud parent or grandparent taking photos etc.

You: (To a Mum taking a photo)

Note: The privacy laws in Australia lead most pool to having severe restrictions on photography in the pool area.

You: “Hello Mum(Dad, Sir etc)
Did you get some good shots?”

“That’s good (If they say yes or “I’m sorry” if not)
I dawdled over here to try to give you as much
time as possible **to get some good shots,**
because I have to ask you to stop”

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2. Set Context (Continued)

Mum: “Why”

You: “Because of the privacy laws”

Most time this is as far as you have to go

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2. Set Context (Continued)

But here is an example of what has happened when the parent wants to take it further.

Mum: “But I am only taking a shot of my child”

You: “I know and that’s why I dawdled so that you could get some good shots before I asked you to stop. But if anybody complains because that’s not the way they see it, we (hand movement indicating both the parent and you) could get into a lot of trouble”

Not very often, but sometimes I've had to go a little further with this conversation

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2. Set Context (Continued)

Mum: "Other pools allow it"

You: "The law may be interpreted differently and to be safe, our management have interpreted it this way"

I have not had to go past this in months

Only move on to on to step 3 if you have to.

*Make sure you give a brief summary of what you have said
before you do*

Note: there has been no threat made at this point

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3. Give options

(These must not be threats)

You must maintain a helpful pleasant tone
(this is hard but gets easier with practice).

You must sound like you care.

Give them a choice between something they have to gain
or lose.

That is give them the option of what is in it for them.

“If a Man/Woman has got something to gain or lose
you've got something to use”

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3. Give options (Continued)

Misbehaving person: “I don’t want to do what you ask”

You: “I need you to do what I ask because I don’t want to have to take it any further. It’s a pain for me if I do because there is extra paper work involved and you end up losing privileges.

Whereas if you go home now (stop what you are doing now and don’t do it any more) I get let off the extra paperwork and you don’t end up with any grief”

or

If you do what I ask then (*more example of options*):

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3. Give options (Continued)

or

“Your child is one of the safest children here”,

or

” you get to be seen as one of the good parents”,

or

“you will be helping us to help keep you/your child safe”.

or

“The respect you have been asking for will much greater”.

or

“You get to come back and use the pool/gym tomorrow”.

or

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3. Give options (Continued)

“you get to show yourself a true leader”,

or

”You get to use the full value of your membership”.

or

“you'll get the most out of the money you pay for your membership”

etc.

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4. Confirm

At this point Life Guard's must call in the Duty or up line Manager

*Personally this is the one I'm really working on at the moment but when I do **get it right** it is saves a lot of grief*

This is the point where you get to discover if what you have said has had the intended meaning to the other person.

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4. Confirm (Continued)

You: “Sir/Ma'am is there anything I can say that would “get you” (*use the term "get you" NOT “make you”*) to <name what you want them to do>,
“I'd Like To Think So”

By using the term “I'd like to think so” you open the door for the person to co-operate rather than backing them into a corner where they feel the need to fight back

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4. Confirm (Continued)

This is said with the most respectful and genuine tone that you can muster.

You must genuinely listen to the customer because this is not just their only opportunity left to tell you that they have understood what the problem is and what you have asked them to do, this is your last chance to get them to comply. And if they sincerely tell you the best way to handle them and you miss it, it's not going to look good when they put in a formal complaint.

But if they show the same or greater resistance to your request you then go to step 5

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5. ACT

In a policing context this stands for:

“Arrest, Control and Transport”.

We CAN NOT do that in the same way they do.

*But we can implement our **action plan***

Duty or upline Manager: “Sir I'm issuing you with a ...
<3 month ban or 6 month ban or calling the police; whatever
*your **action plan** consists of*> please leave now”.

*(This assumes you have and action plan. If you don't you'd
better create one)*

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5. ACT (Continued)

There must be no hesitation. Remember the danger here.

Act whilst they are still talking.

Remember they have shown the same or greater resistance to complying they are not going to change now.

*If at any time you feel under threat or unsafe you should create a **Safety Zone** between you and the customer.*

A Safety Zone is at least two of your arm lengths away from the customer

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5. ACT (Continued)

Less Resistance

If however there is less resistance, then you must go back to step 2, set the context and follow it immediately by step 3, give them the available options.

This does 2 things:

- 1) It gives them a bit more time as they are showing signs of yielding*
- 2) It give you time if you are waiting for backup (if you haven't yet called any)*

After this if they still will not comply you go straight to Step 5 Action plan

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Ask

Set context

Give options

Confirm

ACT

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Extra Tips:

- *This can all be done in less than a minute*
- *If you know your script you are not tense and you come across as confident*

Confidence is everything:

*If You Don't Expect Others To Do What You Say
They Won't Do it*

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Extra Tips:

- *Stick to the script*

That is don't engage with any type arguments like:

“But what about him/her”.

“She did it what about her”

or

“I didn't do Nothing”

You: “<*Their Name*> Have you understood what I asked you to do?”

Them: “But I didn't do nothing”

You: ****Goto step 3**** *but do not argue!*

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Extra Tips:

- *You do not have to be defensive about your own authority*
 - *It is all about respect:
Listen to the customer*

*Make sure your area is being covered whilst
you are doing it*

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Extra Tips:

- *In the end after you have listened to the customer and given them good reasons and options, you don't care what they say to you as long as they comply.*

For example:

I approached a father and asked him to put away his phone so he could properly supervise his toddler.

He got very abusive.

But as he verbally abuse me, he put his phone in his pocket.

As he continued to verbalise me I thanked him for his cooperation and walked away.

Whenever he came in future he always put his phone away.

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Any Questions?

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Verbal Judo Tactical 5 Steps

<http://youtu.be/S06jEwRI34A>

<http://youtu.be/a7GLtgzOjaU>

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The End