Verbal De-escalation for Hospitality Workers

When tensions rise, will your team know what to do?



Problem:

In hospitality and food services, workplace violence resulted in 1.4 cases per 10,000 full-time workers annually involving injuries requiring time off, workers' compensation, job restrictions, or transfers.

Why It Matters?

Workplace violence can also contribute to staff turnover, lost productivity, and liability, making employee safety an important business priority

The DART Benefit

DART's Verbal De-escalation Training equips employees with the tools to:

- Recognize the warning signs and improve situational awareness
- Understand how to respond to verbally and physically escalating situations by the book.
- Learn differnt levels and methods of verbal de-escalation and when to use them
- Practice applying skills through practical scenarios to build confidence and recall.

DART's Solution:

Turn preparedness into a workplace advantage.

DART helps hospitality organizations strengthen their teams, support employee confidence, and make workplace safety a shared responsibility.

Is Your Team Prepared?

Let's talk about how DART can strengthen your organization's safety culture. Scan the QR code to get started