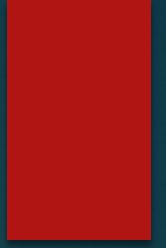
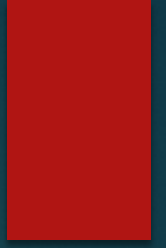


DEALING
WITH
PROBLEM
PASSENGERS



WHO
IS THE
PASSENGER



JUDGEMENTS

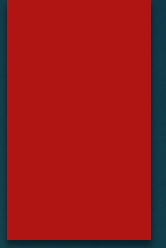


ESTABLISH
FRIENDLY
AUTHORITY



WHAT
DO YOU
CONTROL

TYPES OF DIFFICULT PASSENGERS



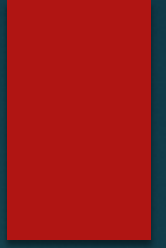


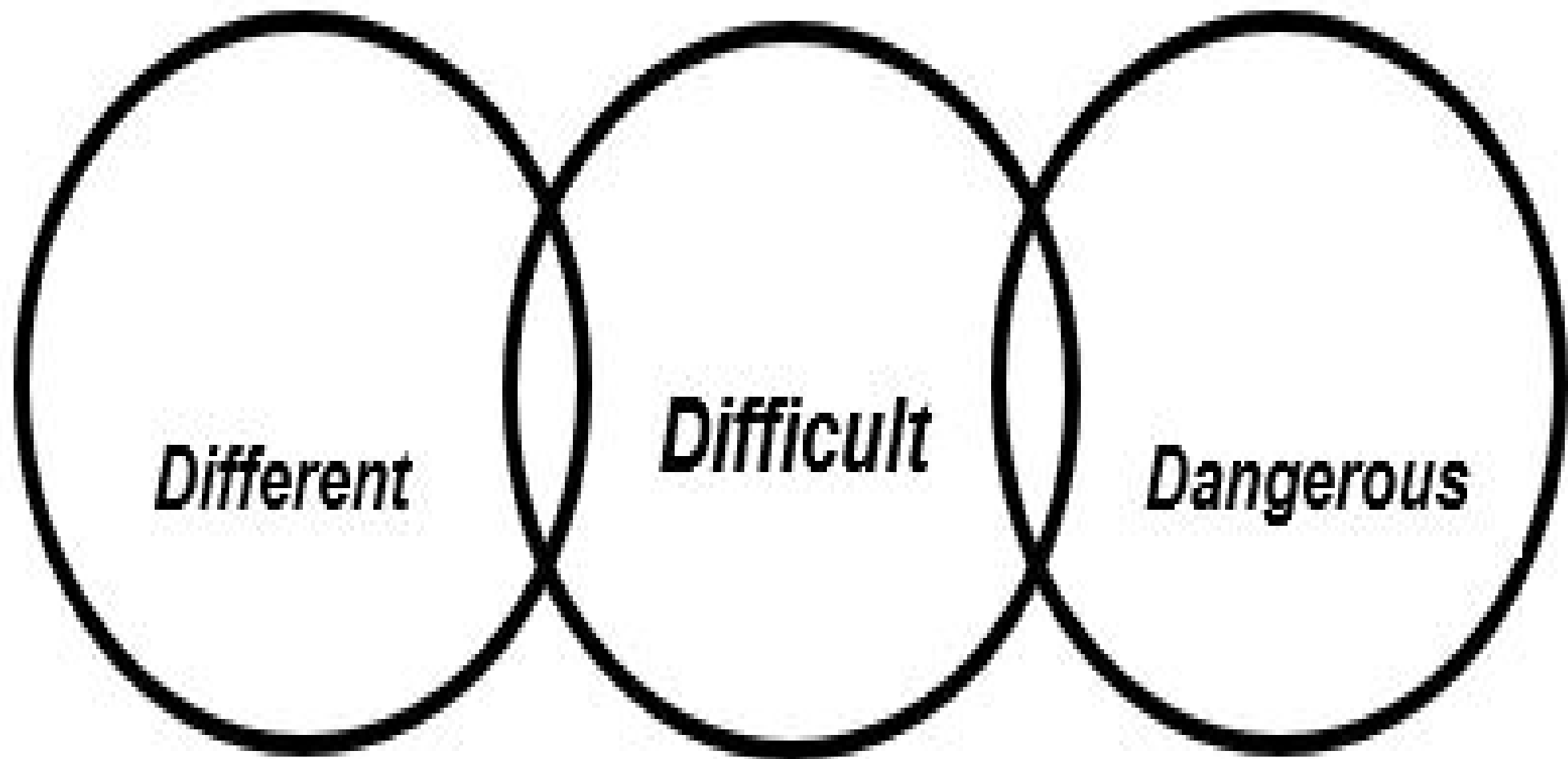
DEAL

WITH

IT

KEEP
COOL





All people

Some

A few



MAINTAIN

SELF-CONTROL




AVOID
SITUATION




DEFUSE

SITUATION



ACKNOWLEDGE
PERSON'S
FEELINGS




ASK
ESSAY
QUESTIONS



SUMMARIZE
WITH
EMPATHY



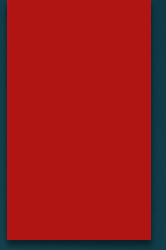
OFFER HELP,
OPTIONS OR A
REFERRAL



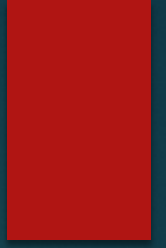
GIVE
CHOICES &
CONSEQUENCES

LAWS

LOOK



ACT



WATCH

SOLVED

TOOLS

PROTECTION

IT COSTS
NOTHING
TO BE
PLEASANT

