

Key to NYC – Conflict Resolution Tips for Businesses and Workers

Remember S.P.E.D.

1. Slow Down: Self-check your body's reactions

- Notice your own flushed cheeks, raised heartbeat, clenched fist or jaw or headache
- Take deep breaths, ground yourself, practice self-empathy, drink water, get help
- Remember that slowing down, helps you respond rather than react

2. Prevent Escalation

- Set a friendly and respectful tone
- Establish rapport
- Be aware of your environment

3. Engage: In the moment tools

- Listen to understand
- Identify feelings & needs
- Empathize
- Ask questions/Offer options

4. Disengage: End well

- Maintain composure
- Be clear about policy in a respectful way
- Stop and get help when you are overwhelmed, or the situation escalates. Call 911 if you feel you are in danger



What can I say?

Demonstrate listening and understanding

“I hear this is a real inconvenience for you this evening. You are a regular and valued customer and we will do whatever we can to make sure you feel welcome here.”

Empathize

“There have been many changes over the last year and I know it’s difficult. I do understand your disappointment. I’m sorry that this is frustrating.”

Be clear in your position

“We are required to enforce this policy as per NYC regulations. I cannot admit you without proof of vaccination. Please do bring your vaccination card the next time you visit us if you want to visit us indoors.”

Offer options

“For now, can I show you some good seats for outdoor dining or offer you a takeout menu? Or if you are able to go home and obtain proof of vaccination, I’d be happy to hold a table for you.”

Disengage

“Thank you for doing your best to be patient through this. We look forward to seeing you soon.”

For more information, tips, and a conflict resolution [training video](#), go to nyc.gov/KeyToNYC.

For information about mediation for an ongoing issue or conflict between a neighborhood resident and a business, go to nyc.gov/MENDNYC



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