GTWCONSULTANCY



CONFLICT MANAGEMENT & DE-ESCALATION

Quick Reference Guide

www.gtwconsultancy.co.uk

⟶ Purpose

This guide provides Supervisors, Duty Managers, Venue Managers and General Managers with a practical framework for identifying, managing and resolving conflict safely while protecting staff, guests and the business.

Spotting Conflict Early
- Raised voices or tone change
- Agitated pacing or restlessness
- Fixation on complaints
- Intoxication indicators
- Group encouragement dynamics

Body Language Indicators
- Clenched fists or jaw
- Personal space invasion
- Pointing or aggressive gestures
- Prolonged staring
- Sudden silence before escalation

Manager Presence
- Calm, confident approach
- Open hand positioning
- Non-threatening stance
- Controlled voice tone
- Maintain safe reactionary gap

Verbal De-escalation Framework
1. Observe & assess
2. Approach calmly
3. Listen actively
4. Acknowledge emotion
5. Offer solutions/options
6. Set clear limits
7. Disengage or escalate

Avoid These Triggers
- Arguing facts mid-escalation
- Threatening removal early
- Crowding the guest
- Undermining staff publicly

Policy-Led Decisions
- Apply rules consistently
- Refuse service when required
- Escalate to security appropriately
- Record incidents accurately

Manager Responsibilities
- Take control of high-risk interactions
- Support frontline staff
- Protect brand reputation
- Ensure staff welfare post-incident

Key Principle

Early intervention prevents most serious incidents. Management presence is the single biggest de-escalation tool.