

# Live Well, Work Well

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## Tips for Customer Conflict De-escalation

Aggression is never an acceptable response to an unwelcome situation; yet, hostility can still creep into the workplace. Unfortunately, many Canadians have been experiencing aggression at work, potentially due to pent-up emotions amid COVID-19 and rising inflation frustrations. In fact, 20 per cent of Canadians who work with the public have recently experienced increased aggression at work, according to data collected by HR solution provider LifeWorks. As such, it's important to know how to reduce tensions in situations of conflict. Use the following tips to de-escalate conflicts with customers.

- **Actively listen and empathize.** When a customer is explaining their frustration, it's important to listen and show you're being attentive by nodding your head and making eye contact. Try to refrain from interrupting or making excuses. When appropriate, ask follow-up questions so you can

better understand the customer's concerns.

- **Stay calm.** Keep in mind that the customer is not mad at you; they are upset with the company's product or service. Don't take the criticism personally.
- **Apologize.** Even if the situation is not your fault, apologize anyway. This helps the customer feel validated and heard.
- **Repeat what they said.** Repeating the customer's concerns back to them will help them feel understood. Simply reply with, "Just to make sure I understand, here's what it sounds like your concerns are ..."
- **Determine a solution.** There isn't a one-size-fits-all solution for every situation. However, the customer should always leave the interaction feeling like they got something for their troubles, such as a voucher, refund or discount.
- **Involve a manager.** If a customer becomes belligerent or verbally abusive, get a manager involved.

You should always feel safe and respected at work. If a particularly stressful interaction occurs, speak with your supervisor about it right away. These incidents can impact your mental health, and it's important not to let them compound.



**1 in 5 Canadians who work with  
the public have recently  
experienced increased aggression.**



## Cucumber Salad With Tomatoes

Makes: 4 servings

### Ingredients

- 500 ml (2 cups) cucumber (diced)
- 250 ml (1 cup) tomato (seeded and diced)
- 60 ml (¼ cup) onion (chopped sweet)
- 500 ml (2 cups) couscous or rice (cooked)
- 10 ml (2 tsp) dill weed (chopped dried or fresh)
- 125 ml (½ cup) low-fat Italian salad dressing

### Preparations

- 1) Toss all ingredients together.
- 2) Chill for one hour.
- 3) Serve.

### Nutritional Information

(per serving)

Total calories	331
Total fat	1 g
Protein	11 g
Sodium	344 mg
Carbohydrate	68 g
Dietary fibre	5 g
Saturated fat	0 g
Total sugars	5 g

## Safety Tips to Beat the Heat

Summer heat can be more than uncomfortable; it can threaten your health, especially for older adults, children and those with certain health conditions. Hot and humid weather can make it more challenging for your body to cool down, leading to heat-related illnesses. Three types of such illnesses include heat cramps, heat exhaustion and heatstroke. If left untreated, they can become life-threatening.

Don't let the summer heat get the best of you. Consider the following tips to prevent heat-related illness:

- Drink plenty of fluids.
- Eat light, refreshing foods.
- Wear lightweight, light-coloured and loose-fitting clothing.
- Apply sunscreen and wear a wide-brimmed hat and sunglasses outdoors.
- Do chores or other outdoor activities in the morning or evening.
- Stay indoors as much as possible or take breaks from being outside.

Keeping these tips in mind means you're on your way to beating the heat. Learn more about the symptoms of heat-related illnesses below.

## The Warning Signs of Heat-related Illnesses

Heat Cramps	Heat Exhaustion	Heatstroke
 Heavy sweating	 Heavy sweating	 High body temperature
 Muscle cramps	 Cold, pale and clammy skin	 Hot, red, dry or damp skin
 Fatigue	 Nausea or vomiting	 Rapid, strong pulse
 Thirst	 Dizziness or fainting	 Confusion

## COVID-19 Vaccine Approved for Youngest Canadians

Health Canada announced in July that the Moderna COVID-19 vaccine, now marketed as Spikevax, can now be given to children between the ages of 6 months to 5 years old in doses that are one-quarter of the size of the adult version. With this authorization, approximately 1.7 million children are eligible to be vaccinated.

Vaccinations remain one of the most effective ways to protect families, communities and individuals as they help prevent severe illness, hospitalizations and death resulting from COVID-19.

Ultimately, it is the parents' or guardians' decision whether to get their children vaccinated. As such, families should consult with their health care providers and review [Health Canada resources](#) to determine the best vaccine-related decisions for them.