

# **Managing Emotionally Charged Situations –**

**How to Calm  
Confrontational Guests**

**IAAPA 2015**



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# Managing Emotionally Charged Situations



## What this program is.....

-  A means of communicating best practices among our industry




## What this program is not.....

-  Legal advice or answers to all situations

# Managing Emotionally Charged Situations

-  Communication & Barriers
-  Environment & Social Media Considerations
-  Post Event

# Communication Barriers

-  Pre Judgment
-  Proxemics
-  Body Language



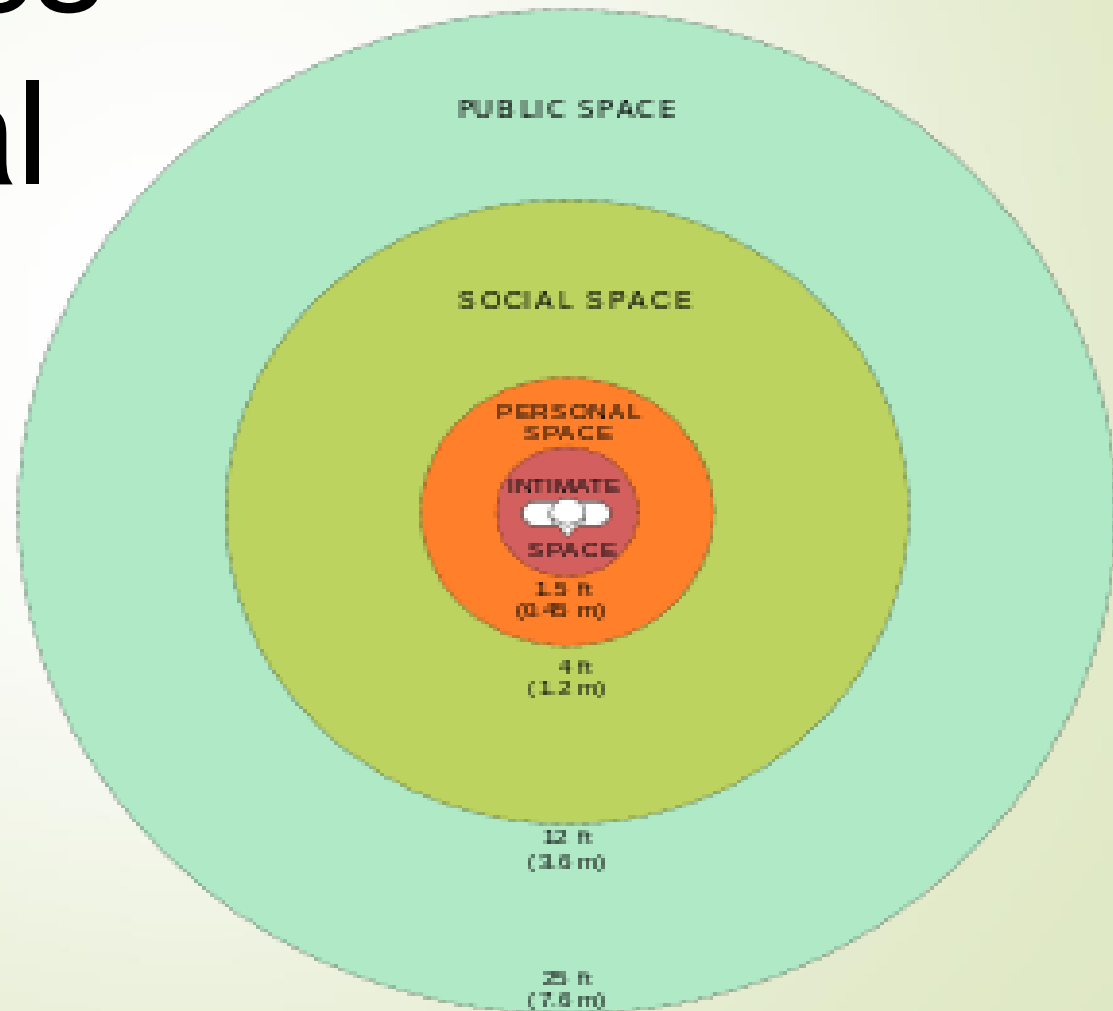
# Communication Barriers

 Pre judgment



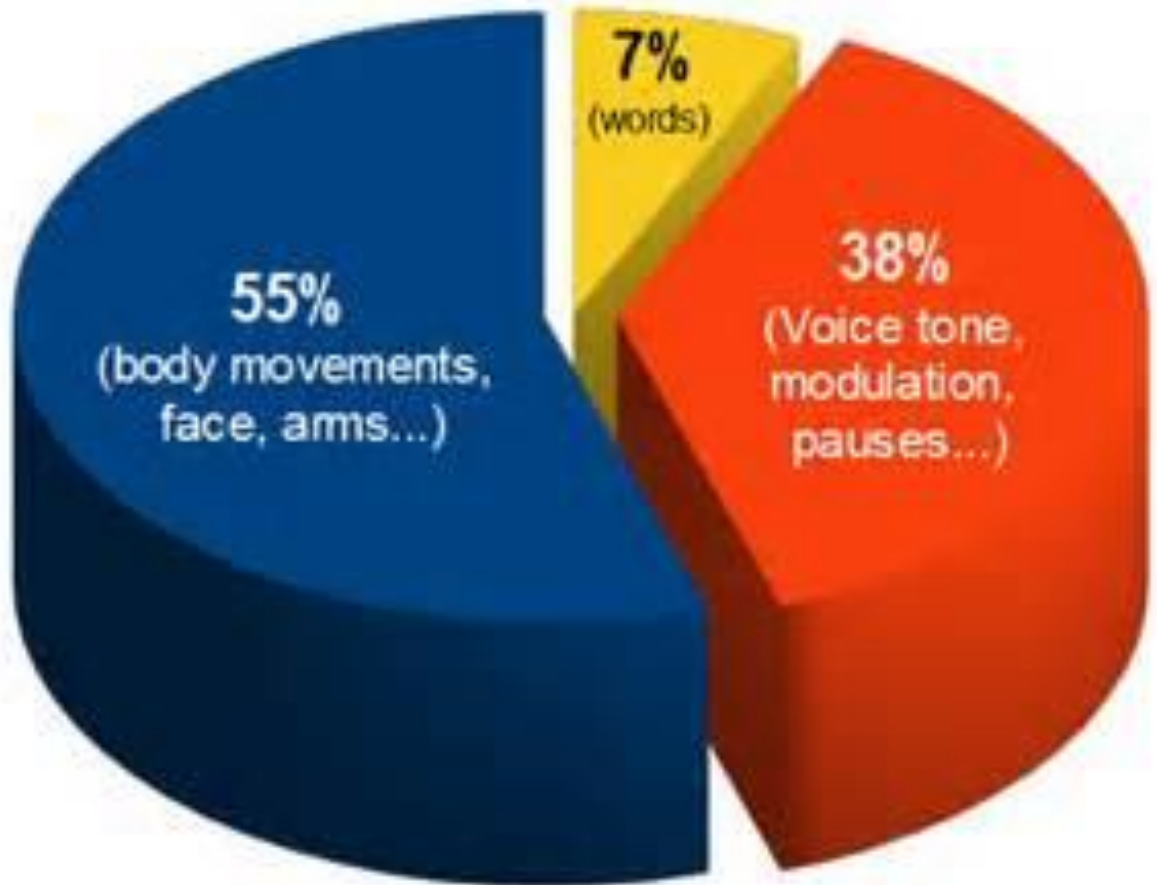
# Communication Barriers

## Proxemics (Personal Space)



# Communication Barriers

## Body Language



# Communication

 Tone and Pace

 Empathic Listening

 Setting Limits





# Communication

 Tone

 Pace



# Communication

## Empathic Listening

 Skill based

 Must be  
practiced

“Most people do not listen with the intent to understand; they listen with the intent to reply.”




Stephen R. Covey  
(1932-2012)

# Communication

 Setting Limits



# Communication

-  Tone and Pace
-  Empathic Listening
-  Setting Limits

**ROLE PLAY SCENARIO**

# Environment

 Location

 Setting

 Social Media





# Environment

 Location



# Environment

 Setting





# Social Media





# Environment

 Location

 Setting

 Social Media

## ROLE PLAY SCENARIO

# Post Event

-  Employee Debriefing
-  Documentation



# Post Event

## Employee Debriefing



# Post Event

## Documentation





# Questions???

**Share Your Best Practices....**

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***Thank you for your  
participation!***