




respect is key for good customer services

Retail work is essential. It deserves respect.
Most customers are respectful and friendly.
Some are not. Let's support retail workers
with conflict competence!

Senatsverwaltung für Arbeit, Soziales, Gleichstellung, Integration, Vielfalt und Antidiskriminierung	BERLIN	
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Project Management:



Cooperation partners:



The

customer is

always right?

Interactions with customers can be harmful to your mental and physical wellbeing. Conflict strategies can help and create higher employee and customer satisfaction.



What to do in cases of conflict?

- Ask for support from your coworkers
- You're stronger together
- Know your boundaries and communicate them

How do I prepare for cases of conflict?

- Agree on a protocol for the event of a conflict
- Get trained in conflict management

Health risks are:

- Exhaustion, insomnia and anxiety disorders
- Physical & psychological symptoms

Workplace safety and well-being:

- The *Psychische Gefährdungsbeurteilung* is the main instrument
- It identifies stress factors and health risks e.g. recurring conflicts, no time for breaks, on-call work
- Regular risk assessments are mandatory for employers, see the *Arbeitsschutzgesetz*