

Verbal De-Escalation Tactics



“That Person”



Hot topics

- Voter ID
- Firearms
- Cellular devices
- Voting machines



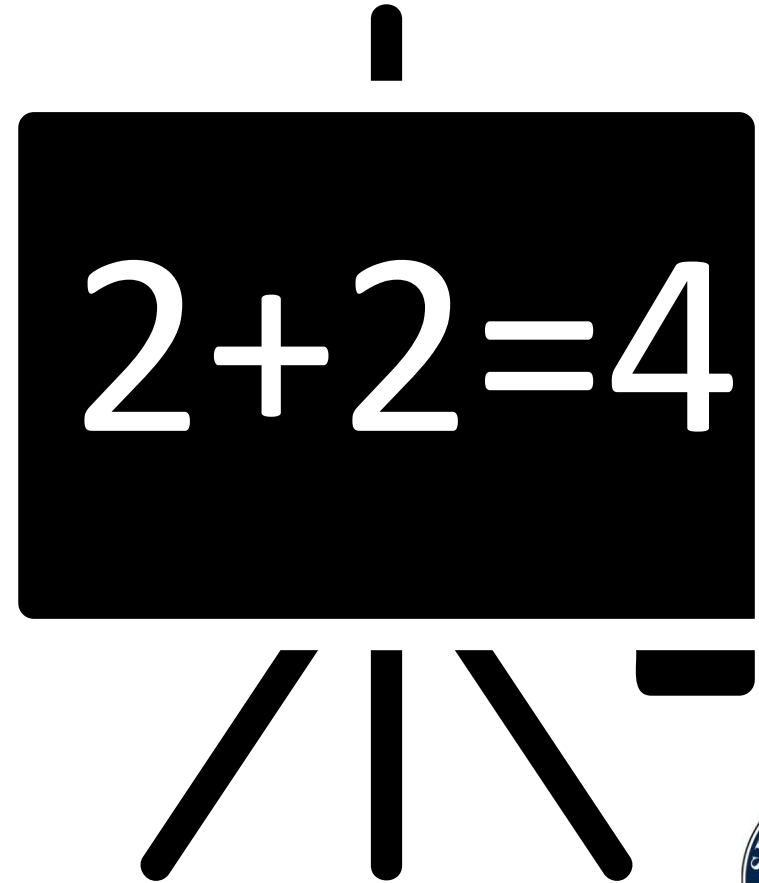
“State Law
Requires/
prohibits...”

Avoid the Rabbit Hole



K.I.S.S.

- KEEP
- IT
- SIMPLE and
- STANDARD



Take a deep breath



Defy Expectations

- Don't take it personally
- Keep it logical
- Stay focused
- Don't "take the bait"



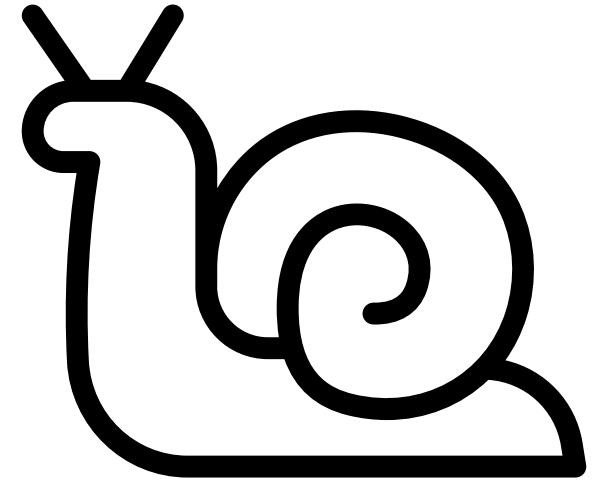
Listening Skills

- Active listening
- Acknowledgement
- Ask Questions
- Non-verbal cues
- One-on-one



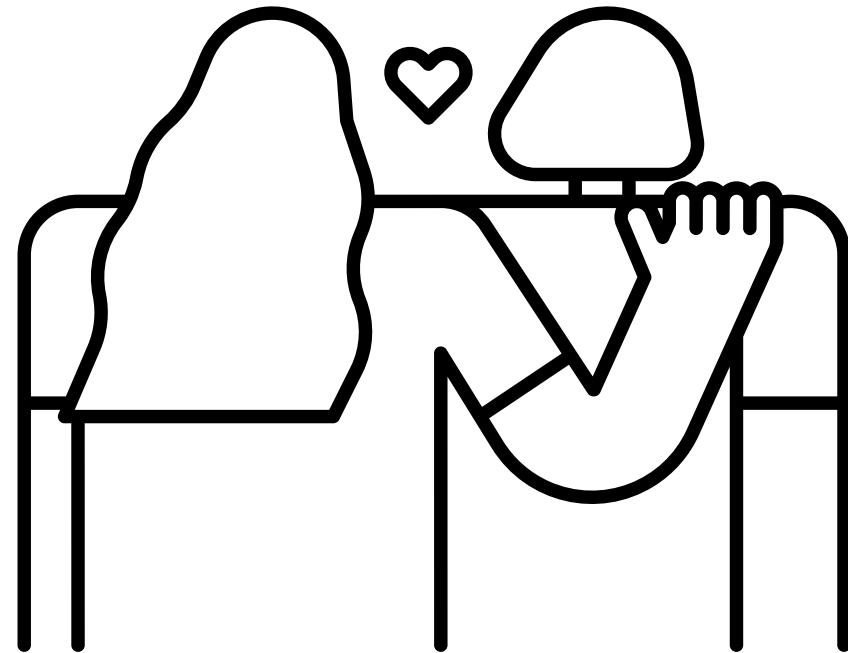
Slow down

- Utilize silence
- Pause between sentences
- Think before speaking
- **REMINDER:** Deep breaths



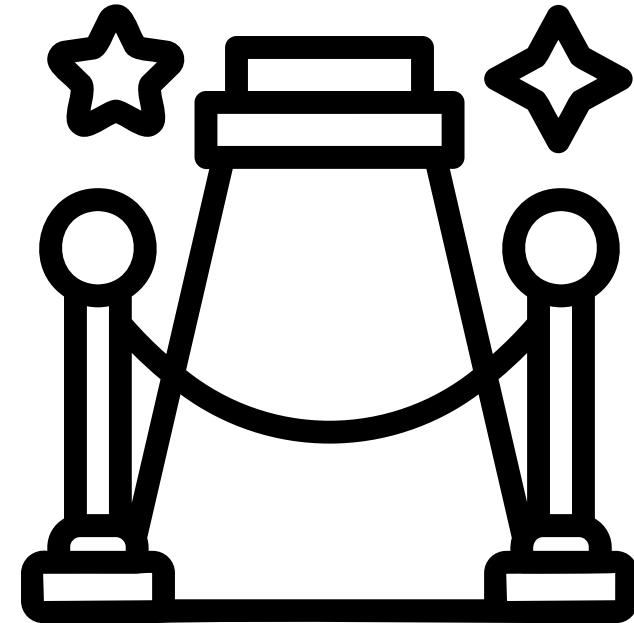
Understand The Situation

- Empathize
- Apologize
- Etiquette
- Be Forgiving
- Benefit of the doubt



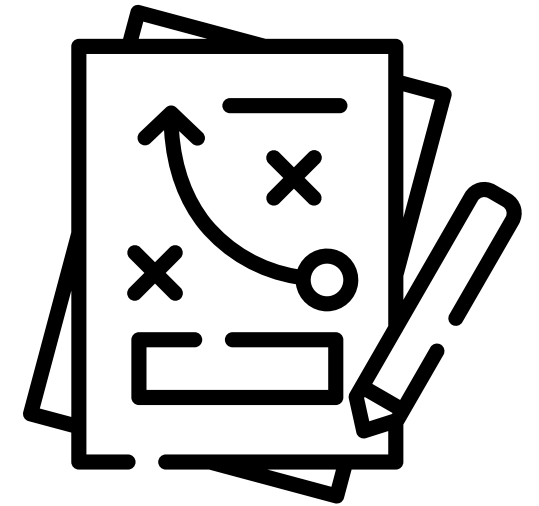
Find A Solution

- Follow through with a resolution
- Ask for help
- Explain options
- Have resources available
- Give consistent answers
- Be thorough
- “Less Red Tape, More Red Carpet”



Stop Engaging

- Have a Plan
- Gather information
- State Law: “A person who is arrested at a polling place while voting or waiting to vote shall be permitted to vote, if entitled to do so, before being removed from the polling place” [Sec 32.075(d)]
- Weigh the options
- SOS Complaint Information Poster should be posted at all polling locations
- Emergency contacts
- Call the election office to report the incident
- Provide documentation – incident reports, if directed by the election office



The Aftermath

- Take a break/Step aside - “the shakes”
- Check on your poll workers
- Don’t stew, move on
- Ensure they feel supported
- Hindsight is 20/20



H.E.A.T.

- H – Hear them out
- E – Empathize
- A – Apologize
- T – Take Action



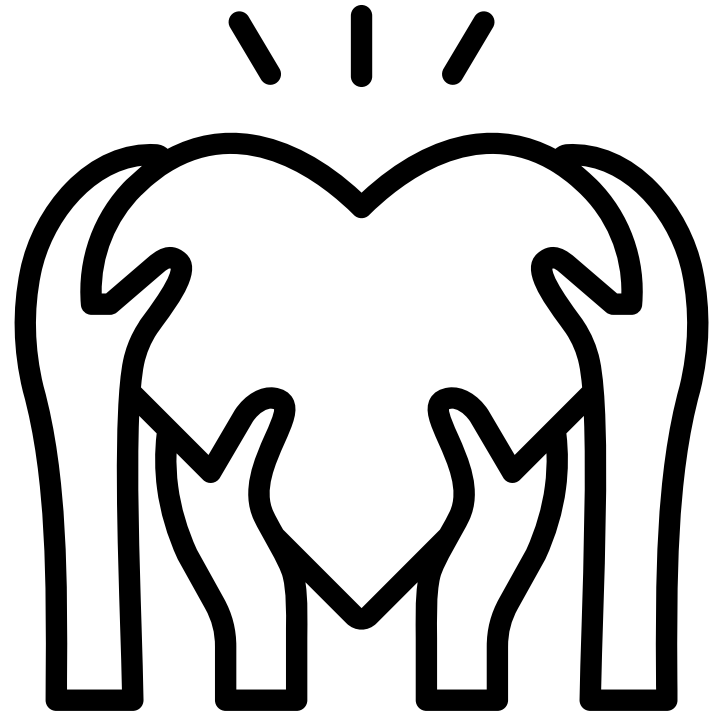
Hear them Out

- Active vs. Passive Listening
- Non-verbal cues
- Respect their boundaries



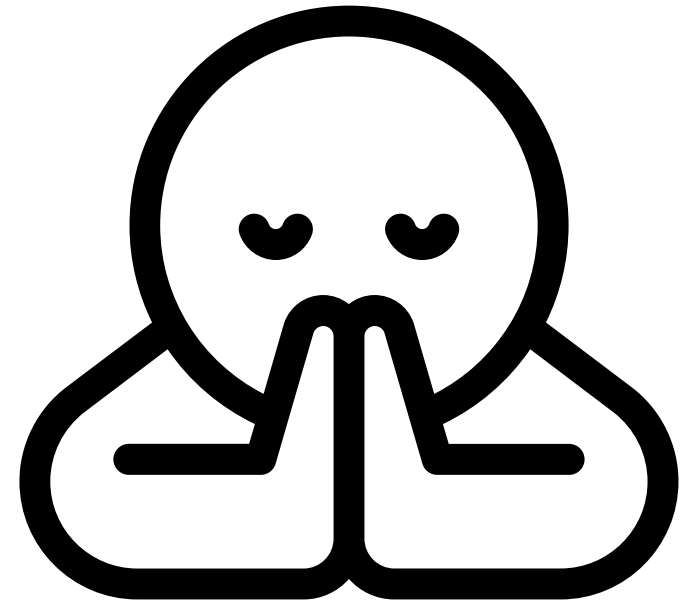
Empathize with them

- Try to relate
- Give them grace
- Put yourself in their shoes



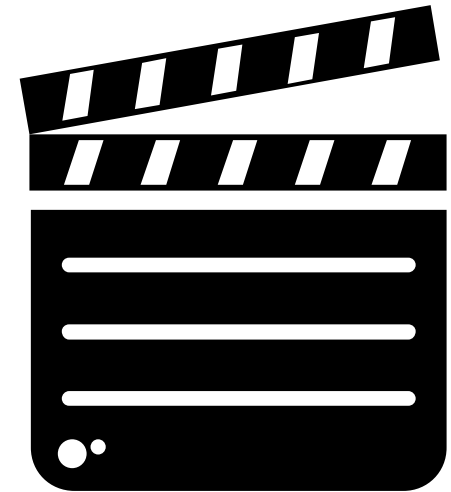
Apologize

- “I apologize for what you’re going through right now”
- “I am truly sorry for the miscommunication”



Take Action

- Focus on the positive
- What CAN the workers help with?
- Find someone who can help
- Ensure all questions have been answered.



SOS Complaints Department

You may report **any** complaint about the conduct of this election, including **voting rights violations** and **complaints** about local election officials administering the election, to:

Any Election Texas Secretary of State's Office			
By Calling: (800) 252-8683 (512) 463-5650	By Writing: Office of the Secretary of State P.O. Box 12060 Austin, Texas 78711	By Emailing: elections@sos.texas.gov	By Faxing: (512) 475-2811

- If you contact the Secretary of State in writing either by mail, fax or email, include your contact information in case additional information is needed.



Available Support



WEBINARS



TRAINING



RESOURCES

ELECTIONS DIVISION
elections@sos.texas.gov
800-252-8683
ELECTION SECURITY TRAINERS
electionsecurity@sos.texas.gov

