



Communication

| Verbal | |
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| Courteous | <i>Regardless of the situation.</i> |
| Professional | |
| Clear and concise | <i>Speak slowly and clearly when using the radio. Use the fewest descriptive words possible.</i> |
| Open with team | <i>Always be willing to share with the team.</i> |
| Appropriate | <i>Think about the best time and place to communicate something.</i> |
| Positive engagement | <i>Say things like "Have a safe day!"</i> |
| Non-Verbal | |
| Confident posture | <i>Stand up straight.</i> |
| Body language | <i>Don't slouch or look "bored."</i> |
| Use eyes to communicate intent, redirect | <i>Look where you're going.</i> |
| Acknowledge people and drivers | <i>Give drivers brief eye contact to humanize interactions.</i> |
| Always | |
| De-escalate | <i>Defuse. Don't start or try to finish arguments. Safety is more important than winning. Put safety first. Try removing yourself from a situation in a respectful manner.</i> |
| Think first, pause | |
| Leverage teams and support resources | <i>If something is "pushing your buttons," defer to others for guidance and support.</i> |
| Balance sensitivity with honesty in awkward situations | |