



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"All guests are treated  
equally"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"When you act like this,  
I feel undervalued"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Your actions are  
inappropriate"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"Stand back"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"No!"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I have a right to be  
respected"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"You are disrespecting  
my physical  
boundaries"



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"In our organization  
all employees have  
a responsibility to  
promote a safe  
workplace  
environment"





**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Excuse me, what did  
you mean by that?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I am afraid I might misinterpret your actions, can you explain why you did that?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"What did you mean  
by that?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"What are the motives  
of your actions?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Are you feeling okay?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"When you do that,  
I feel threatened"

A large green right-angled triangle is positioned in the top-left corner. To its right, a blue shape resembling a quarter-circle or a fan is partially cut off by a diagonal line.

**RECOGNIZE  
AND ACT**

**CONVERSATION**

"You can tell me if  
you're having a hard  
time, but please don't  
put it out on me"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"The staff workers are  
not your property"**





**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"None is allowed to  
treat the staff workers  
like that"**



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"You can voice your  
objections to the  
manager"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"This isn't in my work  
responsibilities"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Do you need help?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Sorry, I have other  
plans"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"This needs to be  
addressed in  
management level"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"We need to change  
the rules"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"The working environment is harmful to the worker's wellbeing"





**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I am treating you with respect, please do the same for me"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Let's stick to our  
professional roles and  
not overstep them"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I am at work"



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"I would prefer for us to  
have a work  
relationship"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I am afraid you might  
have misunderstood  
me"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"Your jokes are not  
funny, they are hurtful"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Let me check with  
my supervisor"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Could you please  
rephrase it?"





**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"We should talk about  
this later"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I need to consult with  
the owner"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"How do you feel?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"How would you act if  
you were in a similar  
situation?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"We do not tolerate  
abusive speech, I  
must ask you to leave"



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"I must ask you to  
leave immediately"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"Take a step back or I  
will call the security"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I have been verbally  
abused"





**RECOGNIZE  
AND ACT**

**CONVERSATION**

"All employees should  
be treated equally"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Excuse me, but when  
you do this, I cannot  
concentrate on work"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"You can be penalized  
for that"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I feel like this is something the manager should decide on."



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"You are putting me in  
a very uncomfortable  
situation"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Your actions put me  
in a vulnerable  
position"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"The company policy  
is making our job  
nearly impossible to  
complete"



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"The workers rights  
should be as  
important as the  
clients' rights"



A large green right-angled triangle is positioned in the upper left quadrant. To its right, a blue shape resembling a quarter-circle or a sector of a circle is partially cut off by a diagonal line that extends from the top right towards the center. The text 'RECOGNIZE AND ACT' is placed in the white space between the green triangle and the blue shape.

**RECOGNIZE  
AND ACT**

**CONVERSATION**

"If the working environment is healthy, the clients will also feel more relaxed and at home"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

**"Your assumptions  
about me are wrong"**



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"You might have  
misunderstood me"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Did I hear you right?  
Did you really say: ...?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"We would all benefit  
if we changed a few  
things around"

A large green right-angled triangle is positioned in the upper left quadrant. To its right, a blue semi-circle is partially cut off by a diagonal line that extends from the top right towards the center. The text "RECOGNIZE AND ACT" is placed in the white space between the green triangle and the blue semi-circle.

**RECOGNIZE  
AND ACT**

**CONVERSATION**

"How can we make  
this a welcoming  
place for everyone  
here?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"If we make this a safe place for ourselves, it will be a safe and fun place for our guests"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"We must create  
a safe working  
environment for  
everyone"





**RECOGNIZE  
AND ACT**

**CONVERSATION**

"I am sorry but I don't  
feel comfortable  
discussing this"



**RECOGNIZE  
AND ACT**

**CONVERSATIONv**

"Everyone here must  
follow the same rules"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Your actions are  
making it hard for me  
to complete my work  
responsibilities"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"How would you react  
if it happened to you?"



**RECOGNIZE  
AND ACT**

**CONVERSATION**

"Your can not do that!"