

April 2026 Safety Calendar:

# Real Estate Industry

Verist.

# April 2026 Safety Calendar: Real Estate



It is not uncommon to experience a tenant or visitor complaint. It's important to recognize that a simple complaint can spiral into a heated experience depending on how it is handled. De-escalation training helps staff handle tense situations safely and respectfully- protecting tenants, guests, employees, and your business' reputation.

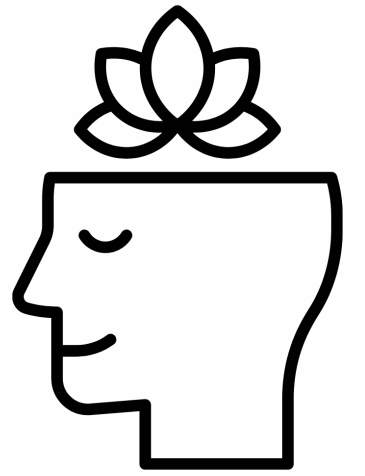
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			Step outside for fresh air	Take a short nap to recharge	Stretch for five minutes to ease tension	Cook a simple meal to nourish yourself
			1	2	3	4

Week 1: Why De-Escalation Training Is Important						
Builds staff confidence when facing angry or upset guests/ tenants	Reduces the risk of physical conflict or injury	Improves tenant/ employee satisfaction through calm, respectful service	Protects your business brand and reputation	Promotes teamwork and better communication under stress	Helps prevent burnout and turnover among employees	Encourages empathy and patience in all interactions
5	6	7	8	9	10	11

Week 2: Potential Situations Requiring De-Escalation						
Angry visitor demanding access to the building	Disputes over charges	Noise complaints leading to confrontation	Tenant frustrated by delay in maintenance issue	Disagreements about real estate policies (smoking, parking, maintenance, etc.)	Domestic disputes or emotional guests in public areas	Trespassers or non-guests refusing to leave property
12	13	14	15	16	17	18

Week 3: De-Escalation Tips						
Stay calm-control your tone and body language	Keep a safe distance; don't invade personal space	Let the tenant/ guest speak, listen without interrupting	Show empathy: "I understand this is frustrating for you."	Avoid arguing or blaming-focus on solutions	Offer clear choices to help tenants/guests feel in control	Know when to call for backup (security or manager)
19	20	21	22	23	24	25

Week 4: Training and Reinforcement						
Include de-escalation in all new-hire orientations	Use role-play scenarios to build real-world confidence	Ensure annual refresh training	Supervisors should model calm, professional behavior	Post reminders in staff areas for quick review	Recognize employees who handle situations effectively	Review incidents regularly to improve future responses
26	27	28	29	30		



## Why De-Escalation Training Matters

It is not uncommon to experience a tenant or visitor complaint. It's important to recognize that a simple complaint can spiral into a heated experience depending on how it is handled. De-escalation training helps staff handle tense situations safely and respectfully- protecting tenants, guests, employees, and your business's reputation.

### Week 1

#### Why De-Escalation Training Is Important

1. Builds staff confidence when facing angry or upset guests/tenants
2. Reduces the risk of physical conflict or injury
3. Improves tenant/ employee satisfaction through calm, respectful service
4. Protects your business brand and reputation
5. Promotes teamwork and better communication under stress
6. Helps prevent burnout and turnover among employees
7. Encourages empathy and patience in all interactions

### Week 2

#### Potential Situations Requiring De-Escalation

1. Angry visitor demanding access to the building
2. Disputes over charges
3. Noise complaints leading to confrontation
4. Tenant frustrated by delay in maintenance issue
5. Disagreements about real estate policies (smoking, parking, maintenance, etc.)
6. Domestic disputes or emotional guests in public areas
7. Trespassers or non-guests refusing to leave property

### Week 3

#### De-Escalation Tips

1. Stay calm-control your tone and body language
2. Keep a safe distance; don't invade personal space
3. Let the tenant/ guest speak-listen without inter-rupting
4. Show empathy: "I understand this is frustrating for you."
5. Avoid arguing or blaming-focus on solutions
6. Offer clear choices to help tenants/guests feel in control
7. Know when to call for backup (security or manager)

### Week 4

#### Training and Reinforcement

1. Include de-escalation in all new-hire orientations
2. Use role-play scenarios to build real world confidence
3. Ensure annual refresh training
4. Supervisors should model calm, professional behavior
5. Post reminders in staff areas for quick review
6. Recognize employees who handle situations effectively
7. Review incidents regularly to improve future responses

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