

March 27, 2017

### **Conflict Resolution: Knowing when to “Let it Go”**

When “letting go” is a good idea:

- It is best to let it go when no rules are being broken. *Trying to control customer’s behavior beyond what the rules say will almost always cause problems.*
- It is best to let it go when you cannot make it better. *Why make a situation worse? For example, once you have informed a customer of a rule, why argue with the customer if there is not a safety problem?*
- It is best to let it go when the problem will go away on its own. *Why prolong an event that will soon will be or already is over?*

When “letting go” is a bad idea:

- It is always a bad idea to not address potential safety hazards.
- It is also a bad idea to let things go when it will cause future problems for the customer or for other operators. *For example, not bothering to inform a customer of the rules will potentially set the customer up for both inconvenience and embarrassment. It also could lead to future conflict between that customer and other operators.*