

The Five Step Appeal

1 Simple Appeal	2 Reasoned Appeal	3 Personal Appeal	4 Final Appeal	5 Action
 A calm, polite request to change the behaviour. “Please can you lower your voice.” Purpose: Gently redirect and prevent escalation.	 Explain the situation and offer possible solutions. “We are here to help you.” Purpose: Create clarity for their expectations.	 Use a more human tone to connect better with them. “I want to help, but I am not sure how to.” Purpose: Help them to reflect and make the right decision.	 Clearly state the consequences and your intention. “I may need to end the conversation.” Purpose: Set a clear boundary and warn of potential action.	 Take the agreed action to keep everyone safe. “I am no longer able to assist you.” Purpose: To protect everyone who is at risk.



Top tips for success:

- ✓ Stay calm and manage your body language.
- ✓ Speak clearly, slowly, and respectfully.
- ✓ Give the person time and space to respond.
- ✓ Do not argue or match their behaviour.
- ✓ Know your boundaries and get support if needed.
- ✓ Report the incident.

Remember: Communicating in a clear and structured way will help reduce risk and protect everyone's safety.

Why the Five Step Appeal matters:

 De-escalate conflict	 Build trust	 Better outcomes	 Safer workplaces
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Reduce risk with The Five Step Appeal.
Follow the steps. Keep everyone safe.



Need to talk?
Use any support or speak to your manager.