STOP ! SV – TRAINING OF TRAINERS - WORKSHOP

SESSION 3 – Prevention in action

Objectives

- Help staff to create social and physical nightlife environments that counteract sexual harassment and violence

- Activation of the preventive network

1. The professionalism of managers and staff

Who is a good manager?

Someone with the **sufficient skills and abilities to manage co**nflict in an environment in which there are people with different lifestyles and interests, and there is friction at times (Hardfield, 2006)

Able to:

- Recognise problematic situations
- Anticipate their development
- Put measures in place to prevent them from happening

1. The professionalism of managers and staff (cont.)

Service and bar staff

- **Have communication skills and be reliable**, combining diplomacy and good humour with assertive and calming manners
- **Have received appropriate training** in both responsible beverage service (RBS) and health and safety (of both clients and other employees)

Door and security staff

- **Be trained** to respond to health and safety criteria and manage conflict
- **Have a good door policy** to ensure customers care and safety
- **Supervise inside the venue** to deter violence (sexual, physical, verbal), prevent its escalation

1. The professionalism of managers and staff (cont.)

Analysis of potential conflict situations

Enhancing staff communication/coordination

3. Physical design and maintenance

stop **!** sv   Staff training on prevention of sexual violence

Improving environmental factors:

Physical factors	Environmental factor
	Ventilation
	Cleanliness
	Crowdedness venue / bars
	Crowdedness dance floor
	Level of music (loudness)
	Level of lighting
	Level of temperature

Social factors	Environmental factor
	Cheap drinks and drink promotions
	Permissive environment (e.g. decorum expectancy, rowdiness, sexual contact, swearing, underage patrons)
	Games (e.g. pool, billiards)
	Dancing, juke boxes, discos, bands,etc.
	Illegal activity (e.g. drugs, prostitution)
	High volume of alcohol sales
	Promotion of energy drinks
	Drunk customers
	Overtly sexual images (e.g. decoration, marketing, publicity)

3. Physical design and maintenance (cont.)

Some trends can help minimize risks of harm:

- Clear signs identifying that sexual harassment and violence is not acceptable or tolerated
- Elimination of incentives linking alcohol promotions to sexual practices
- Eradication of permissive attitudes towards drug use
- Supervision dark/isolated areas surrounding the venue, parking lots and taxi ranks, and customers gathering outside at closing
- Provision of 'safe' services to customers with special needs (inebriated people, women walking out alone)
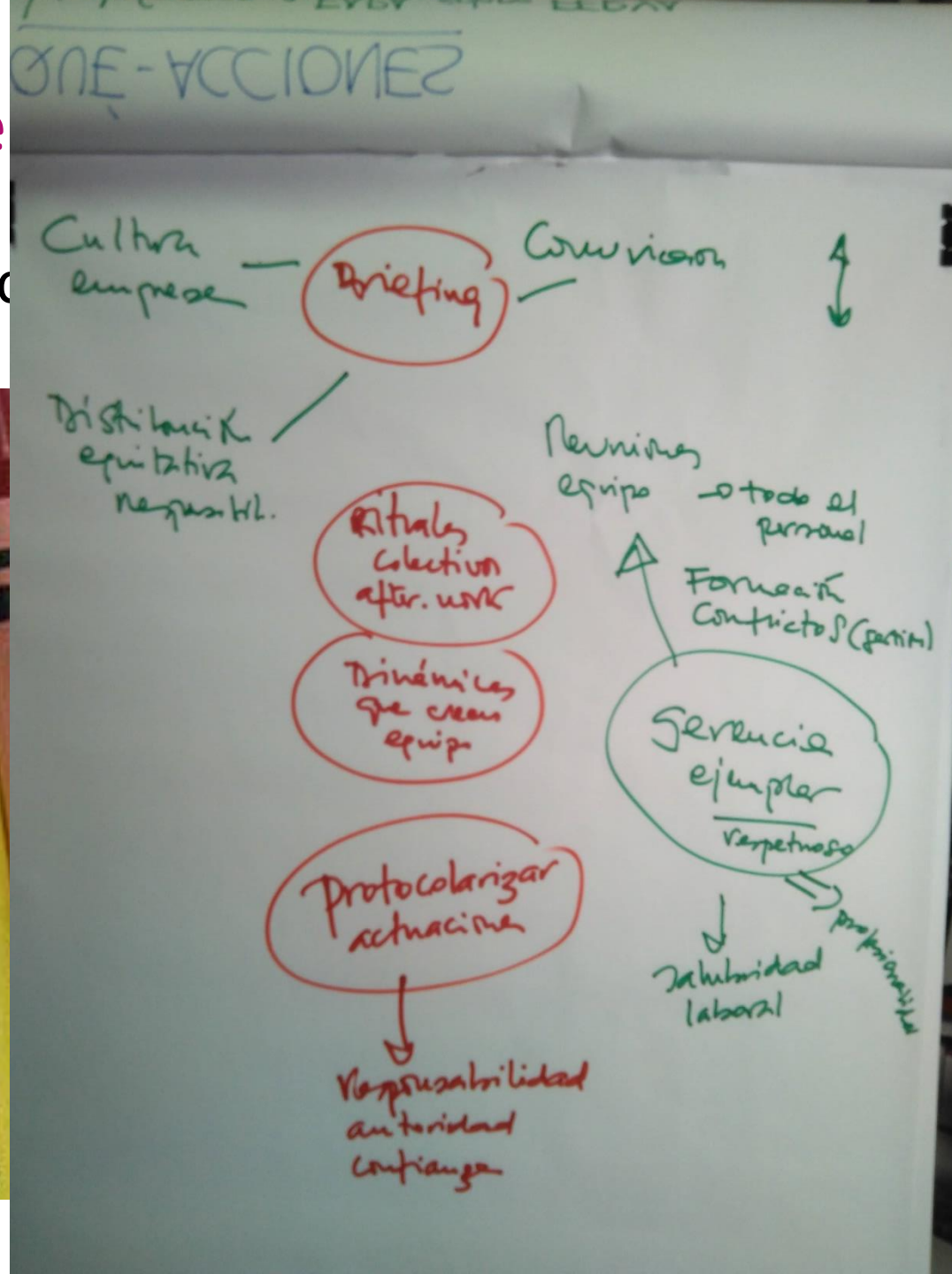- A certain 'feminization' of the design and marketing strategy

How staff factors can increase/reduce risks

5. Managing the enjoyment of the customers

Strategies to manage and control customers behaviours

1. Door and security staff
- Identification of customers under the legal age
- Identification of 'problematic' customers (inebriated, alone, selling/using drugs)
- Control of the level of permissiveness and customers behaviour
- Exit control to offer assistance to customers in need

2. Service and bar staff
- Responsible beverage service (RBS)
- Supervision of customers
- Identification of bottle necks (bars, toilets)

3. Entertainment staff
- Music policy
- Wind down period
- Avoidance of overt sexual entertainment

5. Managing the enjoyment of the customers (cont.)

Managing and controlling customers behaviour with music

6. Proactivity and organizational empowerment

Knowing and using our area/sphere of influence

DIFFERENCES BETWEEN GROUP AND TEAM		
GROUP	**VS**	**EQUIPO**
Passive attitude toward the group	**1**	High contribution and proactivity
Individualism	**2**	Interdependence
Trust is accessory	**3**	Trust is fundamental
Competition, rivalry	**4**	Cooperation and sense of belonging are seek
Conflicts are avoided to protect the group	**5**	Conflicts are faced and solved so that the team grows and becomes more solid
Limited contribution of ideas/criticism	**6**	The contribution of talent, ideas and suggestions is enhanced
Focus place in not losing position	**7**	Focus placed on learning and growing

7. Programmes and strategies to prevent sexual violence in nightlife

Presentation of main initiatives at national/regional/local level

From the initiatives presented, what could be useful for the venues?