

Temperature Rising!



PF Olsen Managers have observed a marked increase in **abusive language** over the RT network, coinciding with the onset of the warmer temperatures, it seems. Additionally, we have reports of **physical assaults** leading to injury, followed by disciplinary meetings and penalties for the offenders.

The following tips can help tame anger when on the roadways and the RT...

- Remember that safety and your job are the number one concerns – don't personalize incidents.
- Keep in mind that, unless you are a police officer, it isn't your job to punish others for poor behaviour.
- Accept the fact that mistakes occur. We all make them!
- Refuse to allow another person to dictate your mood!
- If you feel out of control, find a safe place to cool off and unwind.
- Don't cut off other drivers; don't drive too slowly in the fast lane; don't tailgate; and don't make gestures to other drivers.
- Use your horn for emergencies only.
- If the situation escalates – back down and avoid eye contact with an angry person. There will be a better way of managing it!