

Say back what you hear to check understanding.

- Listen with eye contact and full attention.

- Breathe in slowly, hold your breath for 1–2 seconds, and exhale slowly.

Stay Calm

- Tell yourself: "I know my job. I'm proud to help voters. I can ask for help if I need it."

- Rest, eat, drink water, and take breaks.

- Know your role and responsibilities.

Get Ready

Goal: Help every person cast their vote.

- Ask your supervisor for help anytime.
- Be kind and focus on solutions.
- Being calm helps everyone.

Remember

- If needed, step away and get help.
- Focus on help: "I'll do what I can to solve this problem."
- "I know this is frustrating; I want to help."
- Show you care: "I hear you. I'll make sure this is addressed."
- Be firm but polite; ask for respect.
- Stay calm and speak in a steady voice.

When a Voter Is Upset

About the Pocket Guide

Election workers help voters feel safe and welcome.

Before, during, and after Election Day, some voters may feel confused, upset, or stressed. This pocket card shares simple tips to help you stay calm, listen, and respond in a respectful way.

Staying calm helps voters feel heard and helps keep the voting place safe and organized.

The information in this guide is adapted from the EAC and the American Psychological Association (APA) training video [Election Worker Training: Managing Challenging Interactions](#). Scan the QR code to view the full training:



www.eac.gov

Election Worker Pocket Guide

Pocket Guide for Managing Challenging Interactions

Quick Guide for Election Workers



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