

Fowler's Live Leads Live Entertainment Venues in Conflict Management

Adelaide Live Original Music Venue *Fowler's Live* has broken new ground by having its security staff trained by specialist conflict resolution firm MAYBO Australia, thus taking the notion of BEST PRACTICE to new levels.

As an operator of many Licensed All Ages events, which are designed to ensure under 18's can see original live music, as well as operating as a standard licensed venue, Fowler's live takes its duty of care to its customers very seriously.

Managing a venue or concert requires the highest standards of ethics and responsibility, from serving of alcohol to employing security who have the appropriate training in conflict management and physical intervention.

Fowler's Live operator Peter Darwin, whom has managed events for over 30 years from university activities on every campus in Adelaide to Site Managing concerts for Chugg Entertainment and V8 Supercar Events, understands that using words to defuse and calm a potential incident is the most important skill that staff can learn, but there are times when people find themselves repeating these words "the morning after the night before, you wake up feeling ill, pause, take a breath, maybe a sip of water and then violently you curl into a ball of cringing self-loathing at the first flashback of what you were doing and saying the night before"!

So when conflict management skills have been exhausted and it is necessary for security to escort patrons or hold people whilst waiting for the Police to arrive, we need to look after them.

The risks associated with physical intervention for the venue and security and the individual needs to be in the best interest of all concerned. Maybo assault avoidance, escort and holding skills take ethics to a new level.

The traditional security guard will cause pain to gain control of a turbulent patron, it is more of "do as I say or I will twist or bend your arm to make you", but if you think about it, how many people do you know calm down when they are in pain!

Maybo skills do not cause pain for compliance, are non-aggressive, have undergone a rigorous independent medical test and are used by security employees internationally where causing pain to escort or to hold people is prevented as part of a security license.

Fowler's Live and Weslo Crowd Control are the first organisations to take such an ethical approach in this area and to continue to keep Fowler's Live in its position as the best Original Live Music Venue where the safety of both patrons, staff, performers and the music are the priority!

