

Pesticide Application Speaking Points

What to do when someone approaches to ask questions or criticize?

Listen	Address	Explain	Reassure	Redirect
Listen carefully and identify their concerns. Example: "I don't like you applying pesticides where I walk my dog"	Recognize their perspective. Example: "I see how this would look dangerous; but it's actually safe"	Tell them why. Example: "These are the target areas and this is what's being treated"	Show compassion and give proper warning. Example: "Your concern is valid. As long as you stay out of these areas, you and your dog will not be affected"	If they still are concerned and have questions, give them resources. Example: "Both the label and the Safety Data Sheets for this product can be found online"

Tips for Talking:

1. Listen, keep calm, read and know the label (it's the law)
2. Sections of the label that are useful references: Signal word, precautionary statement, environmental hazards, wind restrictions, rain fast, temperature and humidity restrictions
3. Have the label of the pesticide open in your phone so you have it ready
4. Carry some of your supervisor's business cards
5. If you feel threatened at any time, excuse yourself from the situation





www.cwma.org



Frequently Asked Questions & Resources

1. What are you doing? Why are you killing that?

Show them the target pest, if possible. Explain why it is considered a pest and why you are targeting it.

2. What kind of pesticide are you using and why?

Tell them the name of the product, explain why it was chosen and inform them that the label can be found on the internet.

3. Is there any way to avoid the use of pesticides? Are they only for pests?

Explain what integrated pest management is and that pesticide use is just one part of it. Give examples of other methods used under different circumstances.

4. How toxic is the pesticide? Is it bad for the environment?

Tell them the signal word on the label. If it's restricted, explain why and reference the precautionary statement and environmental hazards. Give examples of how you, as the applicator, are avoiding non target or environmental harm.



Useful Resources to Share:

- Cwma.org
- ag.colorado.gov
- chemicalsafety.com
- invasivespeciesinfo.gov
- exetension.colostate.edu

