**Safety Basics New, Seasoned Agents Should Remember**

When real estate professionals develop a comfortable work routine, it's easy to fall into patterns of practice that potentially could put you at greater risk. An agent with more than 20 years of experience and one who's been in the business just under a year talk about their impressions of safety in the industry.

TRACEY HAWKINS ([00:00](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Maybe you've taken a real estate safety course and learned new strategies to protect yourself on the job. And maybe after about a week you forgot most of what you were taught.

RENEE PORSIA ([00:09](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I really kind of just froze up and didn't know how, how to handle it at that point.

TRACEY HAWKINS ([00:14](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

You develop a comfortable work routine, it's easy to fall into patterns and forget about the basic safety practices you've learned. That's when you become at higher risk of a potential attack.

LIANA STEGALL ([00:24](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

They don't see the value in it quite as much, which, you know, I hope that that doesn't come back and harm them in the future.

TRACEY HAWKINS ([00:33](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I'm Tracey Hawkins, and if you've ever caught yourself saying, I knew better than to do that, this podcast is for you. It's not just new agents who need a primer on working safely in real estate. Seasoned pros who have been at this for a while also need to remember what Safety 101 is all about. Let's chat with two realtors on both ends of the spectrum. Renee Porsia a broker with Realty One Group West in Laguna Neal, California. She's been in the real estate business for more than 23 years. Hi Renee.

RENEE PORSIA ([01:03](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Hi Tracey. Thanks for having me on today.

TRACEY HAWKINS ([01:05](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Thanks for being here. And Liana Stegall is an agent with Hallmark Properties in Woodburn, Oregon. She's been in the business for just under a year. Hello Liana.

LIANA STEGALL ([01:15](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Tracey. Thanks for having me.

TRACEY HAWKINS ([01:17](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I am excited to have both of you both perspectives. New agent to a veteran agent. We're going to start with you, Renee. Renee, I know you said that you are a disruptor, and you believe in professionalism. Can you think back and tell us one of the first experiences you've had in your real estate career that made you feel unsafe and what did you learn from it?

RENEE PORSIA ([01:37](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I'm always cautious regardless, so I can honestly say that just getting my license, I was a bit cautious all the time, so anytime I would, you know, show a home to a buyer, I always made sure to bring somebody with me. Same if I went on a listing appointment. But thinking back to one time in particular, I was doing an open house. I did invite, a mortgage representative to come sit with me and, she hadn't gotten there yet. And I was in there by myself and a guy came in and proceeded to sit on the sofa next to me and, didn't leave and I felt really unsafe, uneasy. And I just sat there and eventually the mortgage representative did come and that's when he laughed. But I just felt so uneasy and so out of control at that point. I didn't know what he was going to do, I just didn't feel good about it.

TRACEY HAWKINS ([02:36](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

How did you handle that situation?

RENEE PORSIA ([02:38](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

It was the beginning of the open house and I, at that point, I really kind of just froze up and didn't know how, how to handle it at that point. Like I said, when she came in, I guess he figured, well, you know, I guess I should go because now there's somebody else in the house. And I was never so happy to see someone walk in the door as I was that day.

TRACEY HAWKINS ([02:59](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Thank you for sharing that story. And it just shows that there truly is safety in numbers. Criminals are cowards. They don't want witnesses. So, if there's someone else there that gives you an edge, an advantage as an agent. Liana, have you seen opportunities where someone, it could be your broker, it could be a veteran agent, someone in the industry could have said something to you that would keep you out of a dangerous situation? Because I know that you always have someone with you, and I was impressed with the fact that you even pay someone to be with you at all times. Do you see any missed opportunities where someone could have told you that and they could also tell new agents? I want them to hear that message?

LIANA STEGALL ([03:38](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Yeah, I don't think that that's touched on enough. I think that it's really up to the agent. If you're going to be that person that always makes sure that there's somebody there with you or you know, another real estate agent or mortgage broker, somebody can't go with you. That's in the business, paying somebody outside the business to be there for you, that's really a personal choice. But I do think it could be talked about more from more experienced agents or principal broker, just making sure that that's something that's on the top of your mind. I've encountered lots of agents that think that I am overboard because I do that. And then other ones that are feel the same way and they always make sure that somebody's there. So, I think that, yeah, just talking about it more and making sure that people are aware of the safety concerns.

TRACEY HAWKINS ([04:17](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I'm fascinated with that. You said there are agents who think that you are going overboard because you won't work alone or because you will pay someone. I want to know about that conversation. What is it that they say to you? Is it like shaming or just trying to figure out why you're taking this extra step?

LIANA STEGALL ([04:32](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I don’t know about necessarily to shaming. They don't understand why I would go that far when, oh, it's just a couple hours, you'll be fine. You know, just kind of more dismissive than shaming and just they don't see the value in it quite as much. Which, you know, I hope that that doesn't come back and harm them in the future. But I choose to want to be safe. And I also feel like I can show up for potential clients in a much better form because I'm not concerned about who's coming in which door and where people are. And I'm not on edge. I'm able to relax and be present.

TRACEY HAWKINS ([05:04](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Planning gives you peace of mind. I like that. Renee, I know that you've also written articles for REALTOR® magazine, so that's going above and beyond what of your conversations as you talk about, um, open houses. I think that was your last article. Tell us a little bit about what you had to say in this day and age, in this environment about open houses for your fellow agents.

RENEE PORSIA ([05:24](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

A loaded question for me. I usually go against pretty much, and then that's not on purpose, it's just the way that I feel, but I feel number one, they're not safe. I think they're antiquated in many ways because of the internet now and how people can find out about homes. But when you go to have an open house, you open up the door for the entire neighborhood to come in. You're there for four hours or whatever it may be, and you have no idea who's coming through that front, front door. And majority of the time, the people coming through the front door have no idea, uh, about how much the home is. The majority of the time they haven't even spoken to a mortgage person. So, you know, there's a whole lot of, uh, different things that, you know, come into play. But the biggest one for me was always my safety, opening that door and just never knowing what's going to happen. So, I generally always, always try to have somebody there with me. And if they can't, then I won't do the open house. And I think that maybe sometimes other real estate agents feel pressured to do these open houses because you're, you're taught if you want business and you don't have a sphere of influence, then the only way you're going to get business is by putting yourself out there at an open house. And you know, safety be damned basically.

TRACEY HAWKINS ([06:48](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

And I've heard that throughout the industry. And one of the things that we know is that open houses don't sell houses. But like you said, the goal is for business development. So, if you want leads, you're going to host an open house. One thing that I teach agents is that you never have to host an open house alone. You have two built-in partners, so to speak. One is a new agent. Am I right or wrong? Liana, if a veteran agent said, I am hosting an open house and you're trying to learn the trade, are you going to accompany them to that open house?

LIANA STEGALL ([07:21](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I would love to.

TRACEY HAWKINS ([07:22](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

That's exactly what I want agents, especially new agents to hear and veteran agents to ask them to tag along because it's a learning experience as well as a safety experience. And when we talk about open houses, I've heard more than one agent say they feel like a sitting duck. They're sitting there and anyone can walk in. Liana, have you had any open houses or any issues during open houses?

LIANA STEGALL ([07:44](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Well, I had did have one that there was some, a person that came in that, um, I felt a little bit uncomfortable around and was just giving up vibes that were made me uncomfortable. But I did have somebody there, actually a lender was with me. And so having her there just made me feel safe. And when this person left, both of us were like, whew, glad that they're gone, but also glad that we were there for each other. So

TRACEY HAWKINS ([08:07](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Truly safety in numbers. And as your point, you don't have to have a male. Everyone thinks you have to have a big guy. If you look at crime statistics, male agents can be victimized as well. So good for you. Um, it truly is just a witness potential, having someone else there. Alert and aware. Renee, you said you are, were a disruptor, and that fascinated me. One thing that you also said is that you will not meet a new client without a consultation at first. Now you know, that's not the norm of this industry. Tell me how you get clients actually to go along with it. What's your phrasing? What do you say to let them know that this is about safety as well as professionalism?

RENEE PORSIA ([08:46](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Well, typically, you know, as soon as the phone rings, it's expected that you run out the door and show them this property. And again, that's because that's what, uh, real estate agents are taught. If you don't do it, somebody else will do it. So you better get moving. And because of how I felt about my own safety, I just made it my policy. I come from a, a background where I worked in an office and I worked with lawyers, and no one ever called the office and said, you know, hello, I want to sue my neighbor, meet me over at the abandoned house on such and such street in 10 minutes. It was, you know, I have a legal issue. Um, I would like to schedule an appointment to come in. But when I came into the professional real estate, that was not the norm. It was my name is whatever, I want to see this house.

RENEE PORSIA ([09:39](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

And you're taught to engage that person. And they became confrontational almost. Uh, they didn't even want to give you their name. They do want to give you their phone number, you know. So for me, after a while, I, I was just like, wait a minute, I'm the expert here. I'm the professional, so I'm going to control it like the attorneys did that I worked for. And I would say, that's great. What day and time is good for you to come in and meet with me? I provide a buyer consultation. At that consultation, I will answer any question that you have. I will explain the services I provide as well, the services I don't provide. And at that point, at the end, you can choose to hire me or not. And the serious, the most serious people would schedule the appointment. Those that didn't, I just felt like, well, they weren't serious. So, you know, it's not a loss.

TRACEY HAWKINS ([10:28](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I like that mindset. This is my business practice. This is what I do, this is how I do it. And you set, you said that you set boundaries and you also had you demand respect. And I want agents to hear that by setting boundaries and saying what your practices are, you are demanding respect, just like you said, like the lawyers do. There's no meeting lawyers in a coffee shop. Excellent point. And you set the expectations right up front. Now, Renee, this is not going to come as a surprise, but this is something in your disruptor mode. You said that you believe the safety training ought to be mandatory. There are people out there whose heads are exploding saying, you can't make me do it because I'm an independent contractor. And then there are those who say, independent contractors, you're responsible for yourself. Talk to me about who should make it mandatory and what are the consequences if people don't take that safety training?

RENEE PORSIA ([11:18](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Yeah, I do believe they should be mandatory. And you're right, we are independent contractors, but each office has their own office policies. And you can follow the office policy. You can have just like we have to take continuing ed or any other thing that the, um, broker sees fit that will help you better yourself in your career. Keeping yourself safe is the number one priority. It's not a trend, it's a lifestyle. You have to keep yourself safe. So I think the broker should have a mandatory, whether it's, you know, every six months, once a year, it doesn't hurt and you are not infringing upon my independent contractor agreement by wanting to protect me. So I always think that it's better to teach your agents how to protect yourself is different situations. So yeah, I do, I know a lot of agents, their heads will explode, uh, you know, but hey, that's fine. Uh, I, I'm all for it, <laugh>. I like the conversation and so I say, let's have it. And I think it's something that should be discussed and I think brokers should require it.

TRACEY HAWKINS ([12:26](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I agree. And Liana, you said that you've always been cautious and that someone always knows your location. And that's one of the things in the real estate world where you come and go as you please. And most of the time no one knows where you are. So I say, if you're missing, no one has a clue that you're missing. And once they realize it, they have no way to tell law enforcement officials where to start looking for you. So Liana, tell us how you make sure someone knows what your location is. How do you check in, how do you do that?

LIANA STEGALL ([12:56](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

As I switch brokerages and moved and did done things in my life, it's changed a little bit. Currently I'm really close with my principal broker and we have been working on some deals together. So she always knows when I'm headed out to an inspection or to a showing or open house, whatever it might be, we text about it constantly. We have a call afterwards, how did it go? All of that stuff. Prior, I did have a good friend that if I was going to be somewhere, I would let her know like, Hey, I'm going to be here, I'll let you know how it went. So I'm just maybe an over communicator, <laugh>, I'm like, this is where I'm going to be, this is what I'm doing. And then I'll call you afterwards to hopefully share good news that it went really well. But I do like to make sure that somebody always knows where I am, who I'm going to be with, what I'm doing, what property I'm showing. And some of that comes out of excitement about the industry in the field. And oh, I'm going to go see this cool house and I hope it's perfect for this client and am excited to share about it or, and then also it has a safety aspect as well.

TRACEY HAWKINS ([13:50](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

So technology is a big deal in the real estate world. Do either of you use any technology tool, an app or anything to check in your location or to share your location with anyone?

LIANA STEGALL ([14:01](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I share my location with a couple of friends. It's not always the same people that I call, but I do have my location permanently shared.

TRACEY HAWKINS ([14:09](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Tool are you using? Is there an app or you do it on your phone, tell us how.

LIANA STEGALL ([14:12](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I have an iPhone. And so you can just, anybody else that has an iPhone, you can just share your location.

TRACEY HAWKINS ([14:18](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Excellent point. And I know Android has a feature as well. What about you, Renee? How do you share your location? How do you check in?

RENEE PORSIA([14:24](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Yeah, I basically share my location with my family and a few close friends. Everybody knows where I'm at all the time, <laugh>. So, because I am always concerned about my safety, but I know that there is an app, actually, I was doing some research, I can't remember the name right now, but there is an app that agents, I believe can get and I would, if they don't have find my friends or you know, uh, I don't know about Androids, they should look into that,

TRACEY HAWKINS ([14:48](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Right? And even though NAR does not endorse any products or tools, there is a page on the website where you can find those resources. There are a couple that I find in the real estate world. People always bring up Life 360, um, life 360 of course has a free version and it allows you to share your location with a certain circle. If you have a family circle, then you share with them, or a real estate or work circle so someone can track your location in real time. But something that every single one of us has, if you use Google Maps, Google Maps will allow you not only to share your calendar, so you can let someone know where you are, where you're showing who you're with, and you can also share your location. You can share it for a limited amount of time, for an hour, two hours, just while you're showing. Or I even had an agent who leaves it on 365 every day, she never turns it off. So you get to control that and you control who can see it. So there are tools, technology tools available at your disposal where you can always share your location. One of the first things I talk about on any safety training is that we all have a built-in survival mechanism that is hardly ever wrong. We are born with the best tool to keep us safe. Do either of you know what I might be talking about?

RENEE PORSIA ([16:02](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I think I do. I remember also another time that I was showing a home to a buyer and there was a basement and I was about to go down to the basement and something, you know, clicked on in my head and said, no, don't go down that basement first. So I quickly, you know, made up a reason. I said, I, you know, had a, I had a return a call or make a call or something and I said, you know, go on down, I'll, I'll be down in a second. And you know, he went down and I, I don't think I ever actually went down. He stayed down there for a while, looked around and then came back up. But I just didn't feel right. So I just, you know, I just went with that feeling. And I mean, who knows what could have happened if I went down for, so, you know, I trusted myself,

TRACEY HAWKINS ([16:44](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Renee, what do we call that feeling?

Intuition, intuition, instinct. Six sense gut, spidey sense, flight or flight, whatever you want to call it. Every single animal in nature has it. Human beings are the only ones who ignore it and we ignore it because we don't want to hurt someone's feelings. We don't want to be rude, but that voice exists solely with one purpose. And that's to keep us safe. I want you to talk to the agent who has not had any kind of safety training. Tell them why you believe they need to have it. Let's start with you, Liana.

LIANA STEGALL ([17:14](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Yeah, I would just maybe say something along the lines. Uh, it's great that nothing has happened thus far to you, but that doesn't mean that it never will. I think it's always better to err on the side of caution and not need it, rather than end up in a situation where you're wishing, oh gosh, I really wish that I had shared my location or brought somebody with me or not gone into this basement, or whatever it might be. You don't want to be that person on the news that something happened to just be aware, be cautious, and think about, you know, you don't have to think all the time about what could happen. That would be horrible, but just be prepared so that you don't have to face that as a reality.

TRACEY HAWKINS ([17:51](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Perfect. Renee.

RENEE PORSIA ([17:53](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

You know, some people might say it's extreme, so I would just say, um, to anybody, you know, wanting to get into the business and even people that have been in the business who feel, you know, like it would never happen to them, it can happen to you. I am of the belief that I, you know, I'm not a follower. This is my life and you know, I have to take care of myself. So I always tell people it's better to have those tips. Take part in maybe even, um, you know, education or, you know, have physical demonstrations because you can never be too extreme. And I'd much rather have every single safety tool in my toolbox and never have to use them than being caught off guard in an unsafe situation and not having any. So I say always think of your safety first. Regardless, no sale is worth your life.

TRACEY HAWKINS ([18:46](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

And I like that you bought up the extreme part because people think it's over the top. And you both have experienced that, that if you take a self-defense class, and I always say one class is not enough, I believe in safety in layers. So if you take a class, you need to practice. Same thing. If you decide to have a weapon, when NAR does their member residential safety report, the number one weapon is always pepper spray. And it's followed by firearms. Either choice, you must practice, be comfortable with it, just one and done is not enough. And then also you must have your tool, your weapon accessible, which regardless of whichever it is, so that way, you know, you'll actually use it. And the biggest thing I get is when someone says, oh, my spouse or my partner thinks that I must have a gun, but I don't like guns.

TRACEY HAWKINS ([19:31](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Those are the people who are going to have the gun taken away and used against them. So it starts with you being safety, what you are comfortable with. And if you want more than one tool, the self-defense class, the tools and weapons, that's fine. But number one is what we talked about today. Safe practices be proactive. And with the extreme, I don't like the fear factor, and I think that's what you're talking about. You don't beat someone into submission and scare them. You present it in a way where they can actually use it to build their business. And that's what I believe in. And in the environment we're in now, adding value to the relationship with the consumer is going to be even more important. You need to stand out as an agent. You need to show them why they need to work with you.

TRACEY HAWKINS ([20:11](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I say let it be safety. You're the one teaching them how to sell their house and keep their possessions and their family safe while on the market. When working with buyers, you're giving them the resources to find out whether or not the neighborhood is safe or not. Let them do that. So you take safety on. So both of you, do you have any parting advice for the real estate agent out there who is maybe still not convinced, maybe on the fence, because you all have provided some excellent points, excellent examples. Any parting advice about the value that safety training has added to your business? Let's start with you, Renee.

RENEE PORSIA ([20:44](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

I guess it just goes back for me, uh, my advice is if we don't respect ourselves as real estate agents, the general public isn't going to respect us. And if we don't run our business professionally, people won't respect us and take us seriously. So I think respect and professionalism goes hand in hand with safety. If the industry as a whole started to acquire agents to have that very first appointment with buyers rather than run out, you're basically, you know, killing two birds with one stove, which I hate that that saying, but nobody can ever be 100%, you know, safe. But if you have that professional appointment with a buyer, it eliminates everything else. I really wish real, real estate agents would think about it. You know, for a second. Uh, I, and you know, I wish there was some type of statistics, like I wish they would take a poll leave and even ask, you know, real estate agents, like, how many of you feel unsafe? And, you know, don't want to run out to meet with that stranger, you know? And if that's how you feel, then why, why do you not have an office setting, um, and have somebody in there? So that would be my advice. You'd be professional and safety will just follow along. You'll be safe. And

TRACEY HAWKINS ([22:03](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Renee, there is a poll, it's called the Member Residential Safety Report. NR does it every single year. The 2023 version is out. Now it takes the temperature of agents in the industry, exactly what you said. When do they feel the most concern? What resources do they see? Do they use, what do they wish they had? Everyone needs to take a peek at that report. And let me, real quick before I get to you, Leanna, and wrap up. Lemme tell you a story. I'm, I'm a storyteller. Um, there was a real estate agent who was going to meet new clients, and she had never met them before, but she was going to meet them at a property, and that's what most real estate agents do. And she started thinking about it. She said, wait a minute. I don't know these people. She called back and she said, look, I, uh, uh, can you come to the office first and I'll get some information?

LIANA STEGALL ([22:44](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

He said, what are you talking about? And she said, I need you to come into the office and let's go over some things before we go show. He said, that's crazy. We have to drive by the house to come to your office. It just doesn't make sense. She said, look, I don't know you from Adam. If I were your mother, your sister, your wife, your daughter, wouldn't you want them to be safe and go to the office first? His next question was, what time do we need to be at your office? So make it a part of your safety protocol, just like you said, Liana, what are your parting words? How do you use the safety that you've learned to grow your business and how do you share that with your fellow agents who might be on the fence?

LIANA STEGALL ([23:19](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Yeah, I think that attending trainings and being aware is really, really important because then you can be more confident and show up as best as you can show up if you know that you're taken care of, if you know that somebody has your location, that you are aware of your surroundings, that somebody's with you, that you've met them at the office prior, all of those things, make it so that you can show up and fully pay attention to your client rather than halfway being concerned about your safety and halfway paying attention to them. So I just think that it sets you up for success if you take those precautions,

TRACEY HAWKINS ([23:47](https://www.temi.com/editor/t/auXR4dCTCLg9l6QtUmQxO2HOmqq5vdtbSNFwWQ7C3VQqIbklhnpG08RH2ddi6t4IQh8Li6jC3yeTPbiiItM0HvM2DkM?loadFrom=DocumentDeeplink)):

Both of you. Wonderful, wonderful information. Thank you so much for sharing your expertise and your safety awareness with the agents who are listening. I know it's going to make an impact. Your real life stories makes a difference. I want to thank you all so much for tuning in and everyone stay safe. Thank you for joining us on Drive With NAR, The Safety Series. New episodes of the Drive With NAR podcast. Drop twice a month at magazine.realtor/drive, or wherever you get your podcast. NAR does not endorse any product and does not take a stance on any specific safety tool. Members are encouraged to use only those safety tools in which they're properly trained. Find more safety resources at nar.realtor/safety.