

DE-ESCALATION SKILLS



Equip staff with the skills and tools to manage challenging interactions

The need for staff to be able to execute quality customer service and maintain a calm, effective interaction is paramount in many organisations. This workshop focuses on building capability to manage difficult clients and customers, de-escalation techniques, risk identification and management practices when working in challenging or hostile customer service situations.

Workshop Content

This workshop introduces participants to the key concepts of communication, behaviours and expectations before building into practical demonstration exercises.

These focused, practical activities explore verbal and non-verbal communication, anticipating typical problems, triggers, how to diffuse and de-escalate in addition to how to manage risk and reduce stress and emotion.

Throughout the workshop, the emphasis is on personal safety and equitable treatment, with skills practice scenarios to increase confidence and preparedness to manage hostile customers and clients.



Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand customers and their changing needs
- Identify challenging behaviour while anticipating possible risks, causes and triggers
- Utilise both verbal and non-verbal communication skills
- Assess risk levels and patterns of conflict escalation
- Prepare strategies which diffuse and de-escalate difficult and aggressive behaviours
- Understand the human response to conflict and danger
- Prioritise self-protection, resilience and wellness



Recommended for:
Front-line customer service staff and teams



Delivery:
Face-to-face or virtual



Workshop duration:
Half day



No. of attendees:
12

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