

## Introduction

When you're asking people to deal face to face with the public, there can be risks to them and to your organisation. This workshop is specifically designed to give people the skills they need to handle anything their job throws at them - confidently, professionally and calmly.

Each activity is targeted on getting the best possible outcomes from even the worst case scenarios. All the activities focus on developing individual and organisational effectiveness when dealing with difficult and aggressive behaviour - whatever the source.

## Aim

The aim of this workshop is to show participants some exceptionally important tactics and give them the practice they need in a safe environment. To help them knock down the barriers to effectively dealing with difficult situations and to ensure they become more confident and ready with effective and highly professional responses.

## Benefits to the individual

Individuals will leave the programme with a knowledge and understanding of:

- Triggers which may provoke an incident
- Tactics for defusing difficult situations
- Dealing with conflict – available options
- Skills for responding to difficult and aggressive behaviour
- Unhelpful messages
- Building rapport
- Keeping safe

## Benefits to the Organisation

- Improved team work
- More assertive staff
- Reduced attrition rate
- A more positive environment

## Who should attend

This one-day workshop will benefit individuals who deal face to face with the public and/or customers.

