

DE-ESCALATING CONFLICT TECHNIQUES



PREFERRED TRAINING
NETWORKS



**YOUR TRUSTED
LEARNING AND
DEVELOPMENT
ADVISOR**

De-escalating Conflict Techniques workshops are a terrific method of finding solutions to counter aggression. Is your organisation facing more incidents of conflict laced with aggression? This practical in-house training course is tailored for Australian workplaces dealing with challenging behaviours. Sometimes, people lash out because they see you as an authority. Your work clothes might indicate your organisation and people with a grievance feel entitled to abuse you.

Another growing risk factor is interactions with people affected by drugs and alcohol. Many organisations have policies and procedures for managing internal drug and alcohol issues, yet feel less prepared when confronted with external individuals who are drug or alcohol-affected.

KEY COURSE CONTENT

- 'Fight, Flight & Freeze' - your fear response DNA
- Authority reshaping techniques
- Picturing your body language (what are you communicating?)
- Eye contact, gestures & stance techniques to avoid harm
- Exiting a situation (and 3 things to *never* do)
- Listening, without the need to make a judgement
- Avoid asking open-ended questions
- Deflecting anger techniques
- Building rapport with detached empathy techniques
- Avoid trading blame
- Positional bargaining and not being personal
- Checkpoint dangerous situations - car parks, home visits, laneways, spaces, front counters

NUTS AND BOLTS



Target Audience

Frontline staff, employees, and managers facing conflict



Duration

Available as a full-day or half-day course



Delivery

Available in-person at your organisation/venue, or virtual



Group Size

Recommended 4 to 10 participants



Resources

Participants receive a certificate of completion & opt for a free follow-up refresher course with the original trainer

GET A QUICK QUOTE

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