

# DE-ESCALATION SKILLS



**Delivery:** Face-to-Face  
(recommended) or Virtual



**Duration:** Half or Full day



**Maximum Participants:** 12



**Recommended for:**  
Front-line customer  
service staff



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Equip staff with the skills and tools to manage challenging customer interactions and deliver quality service

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 customers, de-escalation techniques, risk identification and management practices when working in challenging or hostile customer service situations.

### WORKSHOP CONTENT

The 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, how to diffuse and de-escalate in addition to how to manage 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 customers and clients in crisis.

### 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
- 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

### SAFE STAFF, SATISFIED CUSTOMERS

Ensure your workplace remains a safe, equitable environment while improving the quality of customer interactions.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Dealing Positively With Conflict
- Influencing Without Authority
- Effective Communication Skills
- Building Resilience and Avoiding Burnout

*“ This has made me feel more confident in managing difficult situations. Clear, interactive and informative. ”*

*Health Professional Councils Authority*