

Dealing with challenging customers - reacting appropriately even in tense situations

Content and goals

Dealing with challenging customers at work, and especially with aggression or even violent behaviour, is a topic that is occupying more and more employees.

Appropriate handling of these behaviour patterns is demanding, and requires communicative skills - which today belong among the basic professional competencies in many fields of work.

In this workshop, goal-oriented techniques will be used to practice ways to de-escalate with words, including hints for one's own safety.

Topics

- Understand and manage communication dynamics in conflict situations.
- Lead effective conversations with challenging individuals.
- Set boundaries and deliver difficult messages respectfully.
- Communicate openly and constructively handle criticism.
- Respond appropriately to verbal abuse and threats.
- Establish clear limits, communicate consequences, and follow through.

Trainer

Our trainers are specialists in occupational health management or psychologists with many years of professional experience as occupational and organizational psychologists.

Duration

Lunch Session	1 h: Theory
Workshop	2 h: Theory and practice
Training	4 h: Theory, practice and experience

Target audience

Executives/management, employees, trainees