



Self-Care & De-escalation



Instructor-led. Virtual and in-person options.

It's never easy to keep your cool in difficult situations. This workshop equips participants with tactics and skills to help mitigate challenging guest interactions and provide great service.

We also explore the connection between self-care and our ability to de-escalate stressful situations and consider why developing self-care practices is important to our health and well-being.

LEARN HOW TO:

1. Achieve Service Excellence through de-escalation
2. Understand why customers become confrontational
3. Identify solutions and resources available to support de-escalation
4. Recognize the benefits of self-care practices and how they impact de-escalation and well-being
5. Develop a personal plan that incorporates self-care strategies and practices

SESSION DETAILS:

- Half-day workshop
- Instructor-led, either in-person or virtually
- Tip sheets and resources to use in real-life situations
- Participants receive a certification upon completion
- Delivered by certified, experienced trainers

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers