

De-escalation



Instructor-led. Virtual and in-person options.

Tense interactions can sometimes turn into major conflicts.

The right combination of strategies, techniques, and methods to de-escalate a situation can help you turn down the heat and allow for a reset.

This comprehensive full-day workshop helps build the skills and techniques you need to diffuse escalating situations and reduce conflict.

HIGHLIGHTS:

- Practice de-escalating tense customer interactions
- Role play personal and public de-escalation scenarios
- Receive real-time feedback from expert industry instructors

LEARN HOW TO:

1. Recognize the factors that may contribute to an escalating conflict
2. Identify the triggers that may shape your response in tense situations
3. Understand the phases of escalation and the most appropriate response for each phase
4. Use self-awareness and self-management to guide your response to escalating situations
5. Apply the steps of the RESPECT Model for de-escalation

SESSION DETAILS:

- Full-Day workshop (6 hours)
- Instructor-led, either in person or virtually
- Participants receive a certification upon completion
- Delivered by certified, experienced trainers

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers