



KIWIHOST

De-escalating Difficult Situations

*Equip your staff
with the tools to de-
escalate a situation
with customers,
guests or patients.*

In 2002, the World Health Organization recognized violence as a global health priority with significant health, social, and economic consequences. It's no wonder. Anger, aggression, and violence permeate every aspect of our culture.

By learning skills to recognise, understand and manage the various stages of aggression and conflict, you can approach situations with confidence.

Participants in this workshop will learn how to manage difficult and possibly violent situations in a safe and manageable way. They will come away with techniques to enable them to deal competently with a challenging situation in such a way that their safety and the organisation's reputation are seen in a positive way.

*Handle difficult situations
in the correct way, to ensure
your staff go home safe.*

WHO SHOULD ATTEND?

Anyone who is in a position where they regularly find themselves presented with patients, patrons, guests or customers that create situations that are require de-escalation in a safe manner.

KEY SUBJECTS

- Conflict as Communication.
- Trigger behaviours.
- Benefits of confrontation.
- Managing anger, and dealing with other peoples anger.
- De-escalation techniques to use for specific situations.
- Conflict resolution model.
- De-stress options to use when things get ugly.
- Personal action plans.

LEARNING OUTCOMES

This workshop will enable the participant to:

- Recognise how attitudes and actions affect others.
- Find new and effective techniques for dealing with heightened situations.
- Learn techniques and strategies for managing and dealing with anger.
- Develop coping strategies for dealing with difficult customers and turning difficult situations into win/win situations.
- Review how the implementation has gone during the energiser sessions and establish additional ways for improvement.

DURATION: 1 Day + Refresher