

Defusing Anger in the Workplace

Course Type and Length

Workshop training 90 minutes

Who Should Take it

- All employees that could find themselves in conflict situations
- Complaint department staff
- Customer service personal
- Front line workers
- Switchboard operators

Advantages of Workshop Training

- Can be tailored toward a specific company
- Users are usually more motivated
- Provides audience participation
- Can be more inspirational

Price: Call us for pricing

Course Overview:

The best bar bouncer, I ever saw was all of 5'3" and maybe 140 lbs. She looked strong, but not intimidating. She had a style of smooth talking and could diffuse the anger in almost everyone. Some people who work in complaint departments also have those traits.

Daily we read and hear about companies that have had violent incidents within and the human toll it takes on staff and customers. Being proactive with this training can result in reduced incidents of workplace anger and violence.

Participants of this course will learn those anger defusing techniques. It is most important to defuse anger before it builds up to the explosion of violence.

What you will learn....

- Indicators of someone losing control
- Six elements of defusing anger in others
- Communicating respect
- Cooperation and effective listening keys
- How and when to disengage

**"You cannot shake hands
with a clenched fist"**

Indira Gandhi



Our workshops have been developed using Dave's vast expertise and knowledge developed over a span of 28 years of service with the Royal Canadian Mounted Police and 20 years as an investigator and security consultant.

In our workshops, we provide practical insight and solutions to corporate and personal security concerns. Check out our website at www.daverodwell.com

Contact us for Pricing and availability dates