

Conflict De-escalation Strategies

Front-line employees often face challenging interactions with clients.

This course offers practical de-escalation techniques to manage difficult, or aggressive behaviours, effectively. Participants will learn how to handle these situations calmly, ensuring both client satisfaction and their own emotional well-being.

Format: Virtual or Face-to-face.

Duration: 3 hours.

Audience: Front-line staff, customer service representatives, and professionals who frequently interact with the public.