

# Handling Aggressive Behaviour for Leaders

Aggressive customer behaviour can have a significant impact on the safety and wellbeing of team members.

In this workshop people leaders learn to support their team with proactive approaches to managing aggressive behaviour in the workplace.

**Format:** Virtual or Face-to-face. 3.5 hrs.

**Audience:** People leaders.

## Learning Outcomes

- Explore evidence-based strategies to prevent aggressive customer behaviour
- Build confidence and skills to coach staff in de-escalation techniques
- Learn how to provide effective and proactive post-incident support
- Self-care strategies for leaders and team members