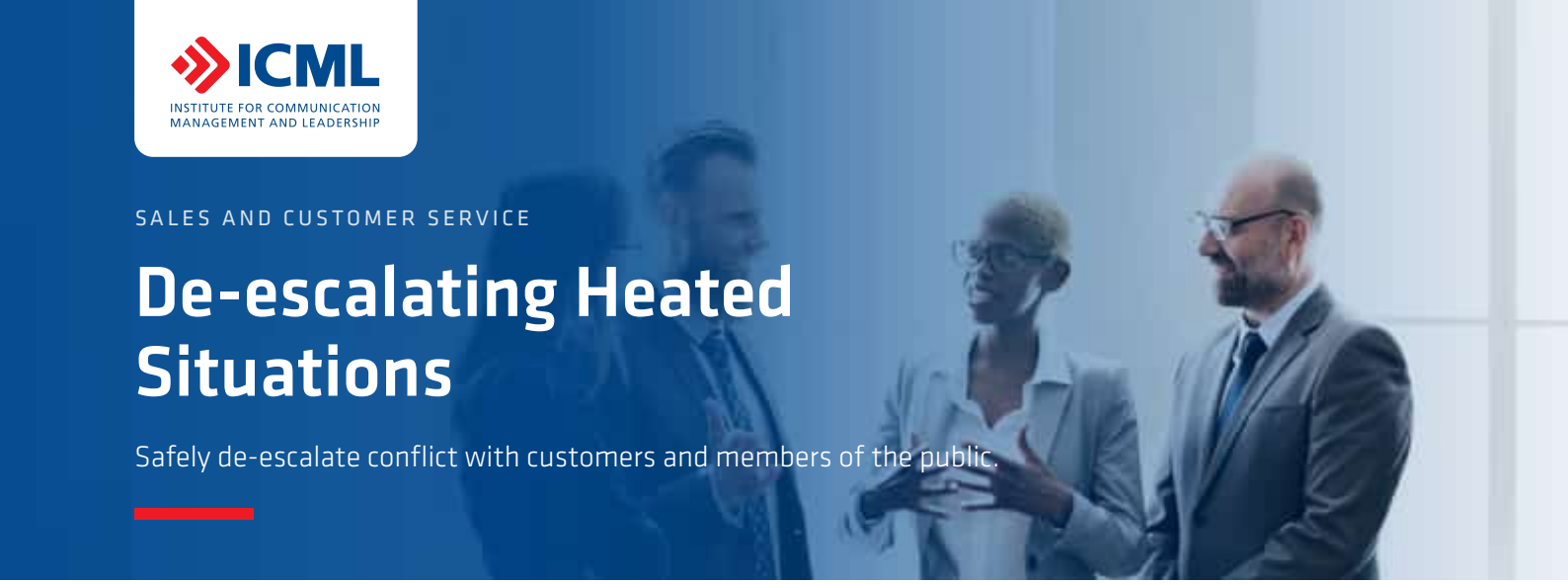
ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



SALES AND CUSTOMER SERVICE

De-escalating Heated Situations

Safely de-escalate conflict with customers and members of the public.

WHO IT'S FOR

Frontline and public-facing staff who deal with upset customers.

DURATION

3 hours, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Recognise early signs of escalation and respond before it builds
- Use calm, clear language that lowers the temperature
- Assess risk and know when to step back or call for help
- Stay composed and confident under pressure
- Understand your rights and responsibilities when threatened
- Manage your triggers and protect your wellbeing afterwards

Tailored to your organisation

We build in your procedures, safety and escalation policies, values and the terminology your people use, along with the situations your staff meet at the counter, on the phone or in chat, so the learning fits how your organisation works.

ABOUT THIS PROGRAM

A routine request turns into a confrontation in seconds: a customer raises their voice, a member of the public becomes abusive, and staff freeze or react. Our de-escalation training gives frontline teams a clear way to respond. Participants learn to spot the early signs of escalation, stay calm, assess risk and use words and actions that bring the temperature down. They practise on scenarios drawn from their own work and leave steadier, safer and more confident.

> "Justine was absolutely lovely! The training was fun and informative and I feel like I learnt a lot!"
>
> Royal Victorian Eye and Ear Hospital – Victoria

Talk to us about this program

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Enquire online