

Defusing Angry and Abusive Customers

You're at the front line of service delivery. It may seem that you can do little to respond to angry and abusive clients and customers. *But you can!* This half day workshop shows you key principles and strategies to defuse clients' and customers' anger and reduce abusive behaviour right from the start. It also assists you to reduce your own stress levels.

Topics we will cover in this session include:

- Why do people become angry and abusive?
- What angry people need and want
- The art of self-control
- Starting off successfully
- The art of cooperative language
- Verbal self-defence techniques
- Assertive limit setting

Where: WEST LEEDERVILLE - Level 1, 22 Southport Street

When: Tuesday 23 October

Time: 9.30am – 1.00pm

Cost: \$110 per person

Bookings are required. Please phone 6164 0200 to enrol.

For more information about our courses and workshops, please click [here](#) or visit www.relationshipswa.org.au

Relationships Australia.