

Calming Angry Customers

1 Day

Want practical ways to deal with outbursts of anger from clients? This course is full of practical tips for doing just that. Learn about keeping your cool, managing others' rage and how to turn the situation to your advantage. Find out why some people react to setbacks by becoming enraged. Learn how to deal with power games and cool down heated conversations. You'll learn to recognise signs that aggression is escalating and how to stay safe when violence is threatened.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling difficult situations with clients. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. You'll walk away with great tools for applying what you learn in real-life situations. At the end of the course, you should be able to:

- Understand why customers become angry
- Manage the power games they'll use to influence you
- Avoid inflaming angry people
- Build a connection in order to calm someone down
- Follow essential do's and don'ts when confronted with threatening behaviour

Topics you'll cover

- Understanding rage reactions
- Managing your responses to power games
- Staying calm around abusive people
- Avoiding behaviours which escalate conflict
- Using rapport-building techniques to influence someone's state
- Managing threats of violence

Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au

“think
learn?
succeed”

“Smart training for clever people”

**What others have said
about the course...**

“It gave a rounded way of looking at problems and options, as well as ways to carry out calm and effective responses.”

“It's a very useful and interesting course.”

“Well organised, lots of exercises and practical situations. Detailed and clear.”

