

De-escalation Techniques Workshop

UNIT STANDARD: N/A

Outline

Attendees learn and practice applying techniques to recognise potentially aggressive behaviours, and to successfully de-escalate aggressive or abusive phone calls or verbal interactions.

This course has been designed for:

- 👤 Frontline and public facing staff.
- 👤 Call centre workers.
- 👤 Anyone who may deal with verbally abusive members of the public.

Objectives

On successful completion, students will be able to:

- + Understand situational awareness in the context of de-escalation.
- + Describe key terms and concepts like the body response to stress for the aggressor and receiver.
- + Use strategies for overcoming body response to fight, flight, freeze or fawn.
- + Use the S.T.A.M.P. framework to recognise warning signs of potential aggressive behaviour and violence.
- + Apply the H.E.A.T model when de-escalating aggressive or abusive phone calls or verbal confrontations.
- + Recognise when situations have escalated beyond their control and identify steps to take next.

- 🏠 Inhouse
- 👥 Public
- 🗣️ Face to face
- 💻 Online
- 📺 eLearning
- 🔧 Tailorable

CLASS SIZE: Maximum 16

DURATION: 1/2 day