

Defusing Angry and Abusive Clients & 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 seminar 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 covered in this seminar 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.

WEST LEEDERVILLE

Level 1, 22 Southport Street
corner of Cambridge Street

Tuesday 5 September 2017

Time: 9.30am-1.00pm

Fee: \$110 per person

Places are limited so please book now on 6164 0200