

MAD, BAD, SAD, TEARS, ABUSE AND THREATS



SIX UNWELCOME BEHAVIOURS THAT BUSINESSES FACE

“This course helps participants discover a toolbox of ideas and strategies to use in intense situations.”

Working in organisations means you’ll be confronted with highly emotional internal and external customers. Mad, Bad, Sad, Tears, Abuse and Threats are some of the behaviours you’ll encounter. This niche course was designed for employees by an organisational psychologist to give you tools to deal with these unwelcome behaviours.

For example, participants will learn how to deflect anger rather than confront anger. Participants will learn how to deal with these behaviours in a manner that keeps any follow up aggravation at bay and more importantly keeps your people safe. Other participants that have completed this course have reported their surprise at how this methodology has helped them take control or regain control by using proven psychological tools.

These behaviours are difficult to face. Often there is no flow or logic to the outburst. The ideal outcome is that you remain safe and can put the incident behind you. Drug and alcohol affected people are now a growing hazard too. This course helps participants discover a toolbox of ideas and strategies to use in these intense situations. Participants explore a number of psychological tools they can use when they feel intimidated or angry in these encounters.

This course is a great opportunity to refresh and refine your current conflict resolution skills and learn some new psychological strategies too.

“Saying no to loud people gives you the resources to say yes to important opportunities.” — **Seth Godin**

“When I’m good, I’m very good, but when I’m bad I’m better.” — **Mae West**



Lets be honest. Every business has challenges, shouting and arguing solves nothing. Arguing with the customer will send your business broke. Here's your opportunity to respond to tomorrow's challenges in a better manner. You might be surprised how anger subsides if you use some proven psychological tools in your business.

"Learn how to respond to angry customers (rather than react)"

KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Defuse conflict in its infancy
- Critique responses to "tears" and "threats"
- Discuss upstream and downstream anger and the impact that it has on the business
- Discuss the best way to take angry calls and emails from customers
- Learn how to respond to angry customers (rather than react)
- Use interruption techniques to structure thought
- Review protocols on dealing with drug and alcohol affected people
- Diffuse intimidation tactics
- Discuss dysfunctions that lead to anger and decide what you should do
- Categorise types of difficult behaviour
- Understand how stakeholder expectations are set and how to change them
- Recognise and avoid vocabulary that adds fuel to the fire
- Communicate with detached empathy to encourage calm
- Discuss how to put unpleasant issues behind you (without constantly replaying)
- Accept that the workplace is imperfect and build action plans for what you can control



Preferred Training Networks designs niche courses for businesses.

Our customers include Boeing, Department of Defence, Qantas, ANZ, BHP Billiton, WestTrac, QR, AGL, TIO, CBRE, Capgemini, Bank of Queensland, Newcrest Mining, John Paul College, Monash University.

The Nuts and Bolts

This program can be conducted as in house training at your offices.

Guidelines

- **Group Size:** An ideal group size is 6 – 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This course can be conducted as a one day program.
- **Cost:** Upon request.
- **Target Audience:** Frontline staff, supervisors and managers facing such situations frequently

Look at what you receive within 24 hours at no cost:

- **a program outline**
- **training cost**
- **possible training dates (if requested)**

Contact us today

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