



VISITOR VEX ABOUT VAX

Refusing admission is going to be confronting

Some of your people are going to face a tirade of abuse about vaccination passports. Your people might be the gatekeepers. Vaccinated people are permitted access. Unvaccinated people are not welcome.

Already we've received calls from libraries, leisure centres and museums for a short course to help de-escalate these conflicts. In this 60-90 minute short course, we'll help get your people prepared for these conversations. You don't want to lock horns at every interaction. Everyone needs to be on the same page. We'll also help you determine the phraseology of what you're intending to communicate. Learn how to tailor the message without being the target. The next few weeks will be brutal and having some ideas and tools at hand can make such a difference.

Key Course Content:

- Intimidation tactics and counter tactics
- The role of explanation
- Delay techniques
- Broken record technique
- De-escalating conflict techniques
- Setting behavioural safety boundaries
- Avoiding red rag statements
- Useful phrases to soothe anger
- Body language and gestures



Target Audience:

The course can be tailored for the specific cohort. The presenter will be giving practical tips and the audience would mostly be "visitor facing" staff



Duration:

This course is available as an engaging 60-90 minute presentation and includes Q&A



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations



Group

Ideally groups of 6-16. But you might prefer a larger group which we can accommodate



Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.