



DEALING WITH ANGRY PEOPLE

"People won't have time for you if you are always angry or complaining." – Stephen Hawking

Dealing with Angry People is an important skill for those in any customer-facing field. In this course, you'll learn techniques to help you manage difficult conversations and stay calm in the face of aggression. You'll explore strategies for maintaining control, identifying the root cause of anger, and responding effectively in order to de-escalate the situation. You'll also develop the self-confidence needed to remain professional and maintain your composure. Enrol now and learn to handle angry people in a constructive and effective manner.

Key Course Content:

- Classify angry mob behaviours
- Rewind back to the trigger of the anger
- Determine where the anger is pointing (individual, situation, time, organisation etc?)
- Use tools to slow the conversation
- Resist the tendency to react to the outburst
- Discover how to control your breathing
- Discover what absolutely not to do (verbal and non-verbal)
- Demonstrate that a possible solution exists and give a short understanding
- Use decoy techniques to change the source of the anger
- Show your body language as a solution to the problem
- Act with empathy (learn detached empathy techniques)



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

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



Group Size:

We recommend a group size of 4-10 people.