

Defusing Hostile Customers (Public Sector)



Despite the perceptions of the public, working in government and public sector jobs can be difficult and stressful. Most government employees are willing and able to do the best job possible, but are restricted in what they can do for government "customers" by regulations and laws.

Government workers often deal with difficult, frustrated, angry and even hostile people, some of whom are at their wit's end.

This course was designed for government staff, to teach them how to deal more efficiently, effectively and professionally. Not only can the techniques in this course shorten angry and hostile interchanges, but they can help government employees reduce their stress levels.

Designed specifically for the public sector, it provides very practical, hands-on instruction on what to say, how to say it and how to behave with angry members of the public.

Where do these techniques come from? From research, psychology, linguistics, but perhaps more importantly from over 5,000 government staff who have shared how THEY deal with difficult taxpayers and members of the public. Some consider this the definitive course on the subject of dealing with difficult, angry or manipulative customers, regardless of industry.

Advice on such topics as winning customer loyalty, pricing, word-of-mouth advertising, etc. doesn't always apply to the world of the government agency, the university, or the Motor Vehicles Department. In many public sector jobs, telling people "no" and telling them what they "must" do is a regular part of the job - and this leads to a natural increase in hostility from patrons.

Here are just a few of the topics included:

- Nature of Hostile Behavior
- How Hostile Situations Escalate
- Principles of Defusing
- The Art of Self-Control
- Starting Off Successfully
- Using Co-operative Language
- Verbal Self-Defense Techniques
- Acknowledgement Tactics
- Countering Non-Verbal Intimidation
- Referral Techniques
- Telephone Hostility