



GREAT public service diplomacy – a de-escalation technique for dealing with difficult customer situations

Overview

This short virtual workshop will help you explore why people behave as they do and the different ways this presents itself. You will learn how to de-escalate potentially difficult or challenging situations before they become out of hand. You will go away having the key skills and confidence to use a technique back at work when faced with a difficult or challenging customer situation.

Objectives

You will learn:

- What may make people behave in a difficult way and how to recognise different types of challenging behaviour
- How to notice when conflict is accelerating quickly whilst engaging with customers using the conflict curve
- Understand how to use LOWLINE, a step-by-step de-escalation technique, that will help you address customer needs more effectively
- The skills and behaviours needed at each stage of LOWLINE to achieve a successful outcome

Who should attend?

Anyone with regular customer contact in a public service or VCSE context.

Format

A 90-minute virtual workshop.

Trainer

This customer service training programme is designed and led by lead consultant

[Amanda Dudman](#).

Workshop outline

1 Welcome and objectives

2 Conflict

- How it arises
- What kinds of situations are there for you?
- The Conflict Curve – how it helps identify the stages of conflict by noticing specific signs of behaviour
- Open chat – identifying your own situations on the conflict curve

3 LOWLINE

- Introducing a step-by-step de-escalation technique to use when dealing with difficult customer situations
- Group break-out – an opportunity to discuss the technique and how it can be used

4 Tips for success

- Checking the organisation's customer commitments, quality standards and other relevant measures that impact on improvements

5 Summary and feedback

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