

Dealing with Difficult and Aggressive Clients Services



Client-initiated aggression and violence is becoming an increasingly costly and concerning issue for staff and managers alike. It is in an employer's best interests to reduce the cost of staff absenteeism, lost productivity and low morale by providing a safe working environment for employees with appropriate control measures to address client-aggression and violence. Such control measures include effective policies and workplace procedures together with quality training to ensure staff are equipped with the necessary knowledge and skills to appropriately and safely respond to client-initiated aggression and violence.

The Australian Institute of Criminology¹ argues, 'Training for client-initiated violence prevention should be included in all induction and re-training courses and more frequently for "at risk" staff.' Higher risk work environments include: those dealing directly with the public; lone workers; those working at night or early mornings; off-site workers; those dealing with cash; and workplaces located in high crime areas². Industries with the highest risk include: health; welfare and community services; hospitality; education; property and business services; retail trade; public administration and public transportation³.

Personal Safety Australia Dealing with Difficult and Aggressive Clients Awareness Sessions and Workshops are custom-made to ensure training is entirely relevant to the client organisation, incorporating relevant organisational policy, procedures and work environment considerations.

Dealing with Difficult and Aggressive Clients Awareness Sessions

Dealing with Difficult and Aggressive Clients Workshops

References:

¹Australian Institute of Criminology, Violence and Public Contact Workers, Canberra.

²Australian Institute of Criminology 2000, Preventing Client-Initiated Violence: A Practical Handbook, Canberra.

³Australian Institute of Criminology 2000, 'Violence has no place in the workplace' media release issued 21/2/2000.

Dealing with Difficult and Aggressive Clients Awareness Sessions

Purpose: To equip, empower and inspire clients with an awareness of strategies and skills to assist them to maintain their personal composure, safety and wellbeing and provide an excellent standard of customer service when dealing with difficult and aggressive clients.

Duration: 2 – 3 hours (custom-made to meet client needs)

Target audience: All levels of staff working in customer service roles.

This awareness session is provided exclusively as 'in house training' and incorporates relevant organisational policy, procedures and work environment considerations.

Participant numbers: Up to 200 participants

Learning objectives: Awareness sessions are custom made to meet client needs.

Optional topics include:

- Factors contributing to people exhibiting difficult and aggressive behaviour
- Organisational workplace safety policies and procedures
- Preventative strategies to avoid and quickly diffuse conflict
- On-the-spot risk assessments of difficult or aggressive clients and methods to respond appropriately to the relevant threat level
- Communication and problem-solving skills to effectively diffuse and resolve difficult situations
- Strategies to maintain their own safety, the safety of colleagues and other clients when dealing with difficult or aggressive clients.

Learning methods: Lecture-style presentation with visual aids. Participants will have the opportunity to ask questions.

Testimonials (2007): 'Very interesting and entertaining.'

'I could have listed about this all night – very interesting.'

'A very informative and practical evening with issues relevant to FDC (family day care) addressed and presented in a very professional manner.'

'Overall one of the best inservices we have had.'

'Great workshop – enjoyable and educational.'

'I'm glad I came – very interesting and well explained.'

Further information: Further information regarding this workshop can be accessed by visiting the [Member Login](#) section or by [contacting us](#).

Dealing with Difficult and Aggressive Clients Workshops

Purpose: To equip, empower and inspire clients with a range of strategies and skills to assist them to maintain their personal composure, safety and wellbeing and provide an excellent standard of customer service when dealing with difficult and aggressive clients.

Duration: 1 day (approximately 8 hours including meal breaks)

Target audience: All levels of staff working in customer service roles

This training is provided exclusively as 'in house training' and incorporates relevant organisational policy, procedures and work environment considerations.

Participant numbers: 8 – 20 participants

Learning objectives: On completion of this workshop, participants will be able to:

- Demonstrate an understanding of factors contributing to people exhibiting difficult and aggressive behaviour
- Demonstrate an awareness of organisational workplace safety policy and procedures
- Implement preventative strategies to avoid and quickly diffuse conflict
- Conduct on-the-spot risk assessments of difficult or aggressive clients and respond appropriately to the relevant threat level
- Implement a range of communication and problem-solving skills to effectively diffuse and resolve difficult situations
- Maintain their own safety, the safety of colleagues and other clients when dealing with difficult or aggressive clients.

Learning methods: Class and group activities, role-plays, brainstorming, discussion and other interactive methods. Participants will also have an opportunity to share actual examples of difficult clients and situations they have encountered.

Testimonials (2006-7): 'Enjoyed the training and recommend this to trainees in customer service as a mandatory requirement.'

'Crucial in our day to day role with Council.'

'I feel more confident in dealing with customers. Excellent training.'

'Great course and I have over 30 years experience in customer service and over 20 years self defence experience.'

'Knowledge and presentations skills of facilitator were excellent!!'

'Very interesting and inspirational.'

'Enjoyed the self defence tactics and found the role playing important.'

'Great workshop – I will encourage more members to attend.'

'Excellent presentation skills – very professional.'

'Kim was a very effective teacher and had more than enough knowledge. I highly rate this course.'

'This is one of the best learning days I have ever had'.

'Kim is a very good facilitator. Her vast background and experience shows in her ability to put that across to her students'.

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