



Dealing with Hostility Training

The most studied behavioral characteristics in stress research are anger and hostility. Research shows that anger is the most closely linked behavioral characteristic to an increased risk for coronary heart disease, myocardial injury, and high blood pressure. Stress can also influence other physical and behavioral issues. In general, dealing with the public on a daily basis is not stressful. There may be occasions when client or customer concerns can escalate into a stressful, or potentially explosive, situation for both staff and customer.

This one-day training course gives employees an overview of the stress and pressures involved in dealing with volatile or hostile customers. The course will equip participants with the necessary skills to deal with these situations. Participants will also learn communication and coping strategies to improve their performance.

Course Overview

We will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help teach participants to:

- Understand the need to recognise hostile situations and client or customer issues.
- Avoid common triggers that can inflame a heated environment.
- Use communication zones.
- Learn about the importance of positive communication and how to build rapport.
- Control your communications and stress responses to clients and customers hostile.
- Get out of situations that involve toxic or threatening behavior.
- Apply strategies for dealing with a hostile-aggressive person in a workplace scenario.

Hostile Work Environment Behaviors

First, we will discuss what hostility in the workplace means.

What Qualifies As A Hostile Work Environment

Then, participants will learn the determinants when looking at how to legally qualify hostile work environments.

Human communication techniques

In this session, we will focus on having effective communication. Participants will be introduced to different means of communication, to crisis or emergency communications, and some protocols for field mission.

Managing Hostile Situations

Hostile situations are not only uncomfortable; they can erode communication, trust, and credibility—especially if handled ineffectively. Here, participants will learn the different strategies on how to manage hostile situations

Crisis management

This session covers crisis management. Participants will learn how to deal with challenging environments, equipment, emotions, and body language. This will help them develop strategies for de-escalating confrontational situations.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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