



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

DEALING WITH HOSTILE AND VIOLENT PEOPLE - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>The “Dealing with Hostile & Violent People” program is suited to all levels of local government, in particular customer service staff and outdoor workers where interaction with the public may become hostile.</p> <p>Potential audiences</p> <ul style="list-style-type: none"> • Customer Service centres • Council libraries • Outdoor workers (road crews, parks & gardens) • Local laws officers • Parking inspectors • Bus drivers 	<ul style="list-style-type: none"> • Conflict resolution – calming internal and external customers • Calming methodologies explained <p>A number of scenarios and case studies are workshopped and role-played during this program. Our program will be customised to include areas of concern for the audience.</p> <p>Our program instructor interacts closely with attendees to re-enact a variety of conflict situations in a non-threatening and open environment.</p> <p>Our trainer uses Verbal Judo concepts such as Tactical Assertive Communication (TAC) and Non-Violent Communication (NVC) to teach participants skills to assist during high conflict situations.</p>	<p>Participants will be gain valuable skills in de-escalating conflict or threatening situations.</p>



COURSE DETAILS	
Delivery	<p>Our specialist trainer is skilled in the concepts of Verbal Judo and has over 23 years instructing and inspiring course participants to overcome difficult situations.</p> <p>Join us for this lively, instructor-led, interactive and practical course that will enhance the participants’ abilities to deal with any hostile situation.</p>
Duration and Location	<p>Our standard structure for this workshop is 1 day. This workshop is delivered as a public course or in-house at council in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
Fees and Inclusions	<p>Please contact Peak Services for course fees or a proposal for onsite/in house training.</p>

<p>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</p>	<p>REGISTER NOW 07 3000 2148 FIND OUT MORE training@wearepeak.com.au wearepeak.com.au</p>
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