De-escalation Training: Handling Hostile Situations and Difficult People

24 – 28 May 2027
Paris - Right Bank business hotel



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Ref: 750_19497 **Date:** 24 – 28 May 2027 **Location:** Paris - Right Bank business hotel **Fees:** 23500 SAR

Introduction:

Front desks, service counters and helplines absorb most of the anger aimed at an organisation, and verbal abuse, threats and intimidation by phone, online or face to face now count as work-related violence. When staff lack de-escalation training, a raised voice becomes a shouting match, a security call or a lost employee. This Core Concept course gives front-line and public-facing staff practical tools to spot rising aggression early, calm hostile visitors with words, stance and space, protect their own safety and report incidents. Teams leave with a rehearsed Team De-escalation Protocol.

Course Objectives:

- Recognise the triggers, early warning signs and stages of the escalation cycle in visitors, callers and online contacts
- Apply verbal de-escalation techniques, calming language and the tactical pause to lower tension with an angry or distressed person
- Use non-verbal behaviour, stance, reactionary gap and counter positioning to reduce threat and keep an exit route open
- Set firm limits with abusive, manipulative or persistent people and end or transfer an interaction safely when a boundary is crossed
- Activate team codewords, summon support and record each incident accurately for reporting and debriefing
- Build a Team De-escalation Protocol that covers front-desk, phone and online hostility and staff recovery after incidents

Target Audience:

- Reception and front-desk staff who greet visitors and control access to buildings and offices
- Service counter and public service staff who handle applications, payments, refusals and waiting queues
- Contact-centre and helpline agents who take calls, chats and messages from upset or abusive callers
- Field, facilities and visitor-facing staff who meet members of the public alone or in small teams
- Front-line shift supervisors who back up colleagues during tense encounters and log incidents

Course Outline:

Day 1: Aggression at the Front Line: Triggers, Warning Signs and the Escalation Cycle

- Work-Related Violence Definition: Verbal Abuse, Threats and Intimidation
- Aggression Trigger Map: Waiting Times, Refusals, Fees, Pain and Fear
- Early Warning Signs Checklist: Voice, Face, Posture and Pacing
- Escalation Cycle Stages: Trigger, Agitation, Crisis Peak, Recovery and Low Point
- Front-Line Hostility Hotspot Audit for Counters, Reception Areas and Helplines

Day 2: Self-Control and the Calming Toolkit

- Staff Stress Response Awareness: Fight, Flight and Freeze Reactions
- Tactical Pause and Box Breathing Reset Before Responding
- Calming Language Phrasebook: Acknowledge, Name the Emotion, Offer Choice
- Reflective Listening, Paraphrasing and Avoiding Why Questions
- Tone, Pace and Volume Matching Then Lowering Technique

Day 3: Body Language, Positioning and Personal Safety Boundaries

- Open Stance, Hand Position and Facial Expression Under Pressure
- Reactionary Gap, Angle of Approach and Counter Barrier Use
- Exit Route Awareness and Room Layout Check for Interview Rooms
- Dynamic Risk Assessment: Stay, Pause, Withdraw or Call for Help
- Lone Working Precautions and Check-In Arrangements for Visits

Day 4: Abusive, Manipulative, Persistent and Remote Hostility

- Limit-Setting Script for Shouting, Swearing and Personal Insults
- Manipulation Tactics: Flattery, Guilt, Threats to Complain and Splitting Staff
- Persistent and Repeat Contact Handling Plan with Consistent Messages
- Hostile Phone Call Termination Warning and Transfer Procedure
- Online and Social Media Abuse Response, Screenshot Evidence and Blocking Rules

Day 5: Team Codewords, Incident Reporting and Protocol Role-Plays

- Team Codeword Card and Silent Alarm Response Roles
- Incident Report Template: Factual Account, Witnesses and Evidence
- Hot Debrief and Peer Support Check-In After an Incident
- Graded Role-Plays: Angry Visitor, Abusive Caller and Persistent Complainant
- Team De-escalation Protocol Drafting and Peer Review

Skills You Will Gain:

- Aggression Cue Recognition
- Verbal Calming Technique
- Non-Verbal Threat Reduction
- Dynamic Personal Risk Assessment
- Boundary and Limit Setting
- Remote Hostility Handling
- Incident Documentation
- Post-Incident Peer Support

Why Attend This Course:

- Leave with a Team De-escalation Protocol, codeword card and incident report template ready for your front desk or helpline
- Practise calming an angry visitor and an abusive caller in graded role-plays with observer feedback
- Know when to stop talking and step away, and how to do it without inflaming the situation
- Compare hostile encounters and team responses with front-line staff from health, utilities, transport, retail and government services

Conclusion:

Hostile encounters are calmer and shorter when staff recognise early warning signs, control their own stress response and use words, stance and space deliberately. The course moves from triggers and the escalation cycle, through the calming toolkit and personal safety positioning, to abusive, manipulative, persistent, phone and online hostility. The final day rehearses graded role-plays, sets up codewords, incident reporting and debriefing, and produces a Team De-escalation Protocol ready for use at the counter, reception and helpline.