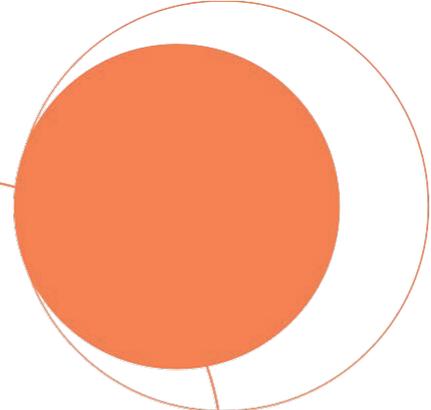




Calm in the Storm: De-Escalation Techniques

COURSE OVERVIEW

Calm in the Storm: De-Escalation Techniques is a 90-minute training designed to equip your team with the tools needed to effectively manage tense and challenging customer interactions. In today's fast-paced service environment, maintaining calm and professionalism during high-pressure situations is crucial. This course focuses on teaching de-escalation strategies that help identify and diffuse potential conflicts before they escalate, turning negative interactions into opportunities for positive resolutions. Participants will gain practical skills, such as maintaining connection, active listening, and communicating with empathy and respect. Participants will be empowered to navigate challenging customer situations with confidence and composure to promote meaningful dialogue for supportive solutions.



*"In the middle
of difficulty lies
opportunity."*

- Albert Einstein



Customized with your
real-world scenarios &
designed to meet your
desired outcomes.

PROGRAM FORMAT

90 minutes onsite or live remote.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids support additional learning reinforcement.



Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893



LEARNING OUTCOMES

Manage tense customer interactions effectively through communication

Diffuse potential conflict before it escalates

Actively listen and communicate with empathy and respect

Set appropriate boundaries while maintaining professionalism

Learn to identify the root problem and work towards productive solutions

Recognize the signs of potential conflict and respond rather than react

Communicate more effectively with frustrated or upset customers

Stay composed under pressure, ensuring positive outcomes

BUSINESS OUTCOMES



Enhanced Communication Skills



Higher Customer Retention



Improved Customer Satisfaction



Reduced Conflict and Escalation



Increased Productivity



Stronger Professionalism

WHO SHOULD ATTEND?

This training is perfect for anyone managing high-pressure or challenging customer interactions. Whether you're in customer service, leadership, or any role involving difficult conversations, this course is for you.

Let us help you navigate the storm of escalated customers so you can stay grounded, steady, and find a CLEAR path forward to a positive outcome!

