



# Communication Skills to De-Escalate Hostile Customers

This 4-hour workshop will be delivered virtually over two days!

July 11 & 13, 2022 | 10:00am-12:00pm (both days)

Instructed by Janelle Tarasewicz, Principal Consultant, Aperture EQ

**DESCRIPTION:** At times, our interactions and conversations with our customers, whether they are internal or external, can become hostile. These challenging conversations can quickly escalate if we don't learn the techniques to stay engaged and communicate directly. With training and practice, we can hone our communication techniques and use these crucial skills to navigate the challenging process of having an emotionally charged discussion. With the right tools the process becomes manageable, effective and successful.

### *Learning Objectives:*

- Understand the biological basics for our stress and emotional responses.
- Learning techniques to help defuse hostile situations.
- The rules of the "hostility game" and tactics for defeating it.
- The basics of communication (e.g., active listening, body language and non-verbal influences, etc.)
- Conversation scripts and outlines that help guide you through the process of an emotionally charged interaction.

**AUDIENCE:** County employees/officials at all levels (WCRP members only).

**REGISTRATION CAP:** Limited to 30 attendees

### **VIRTUAL WORKSHOP EXPECTATIONS:**

- This workshop is composed of two 2-hour sessions, requiring attendance both days.
- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Group attendance is not permitted for this workshop due to the interactive nature. Attendees will need to sign into the virtual event from their own devices individually.
- A copy of the presentation and corresponding handouts will be provided to attendees within the 1-day reminder email.
- This workshop will not be recorded, and recording is not permitted.

**REGISTRATION & FEES:** This workshop is available to WCRP members only, at no charge. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if the attendee does not attend both days.**

[CLICK HERE TO REGISTER](#) or register online at [www.wcrp.info](http://www.wcrp.info): Hover over the Member Services tab, click on Training, select WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form.

### **QUESTIONS?**

Contact the WCRP Member Services team: [MemberServices@wcrp.wa.gov](mailto:MemberServices@wcrp.wa.gov) or (360) 292-4490