



Washington Counties Risk Pool
Created by Counties for Counties

Communication Skills to De-Escalate Hostile Customers

Wednesday, November 13, 2024 | 9:00 AM-12:15 PM
1 day training – 3.25 hours total



Click or scan the QR code to learn more and to sign up!!

Registration closes end of day Monday, November 11, 2024.

Certificates of attendance are only issued to those who register and attend the event.

OVERVIEW

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. Join us for this highly interactive and engaging workshop where attendees will break into groups and strategize together.

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.

Registration is required. Don't wait to sign up for this great training opportunity!

INSTRUCTED BY

Janelle Tarasewicz, Principal Consultant, Aperture EQ

LOCATION

Virtual via Zoom; details on how to join the virtual event will be provided only to those who register. This event will not be recorded, and recording is not permitted.

AUDIENCE

Staff in all work environments and at all levels.

This is a WCRP member only event, with registration limited only to officials/employees working for county government within the WCRP membership. Not sure if you're a member? Contact MemberServices@wcrp.wa.gov to find out!

FEES

Registration - WCRP Members: Free. Non-members are not permitted.

No-shows - \$25 no-show fee may be assessed for those who do not attend and do not cancel 24-hours in advance or to those who do not fully participate in this highly interactive event.

QUESTIONS? CONTACT US!

Contact the WCRP Member Services team by emailing MemberServices@wcrp.wa.gov or calling (360) 292-4490.