

General Training Proposal

Manage Your Risk

Minimise escalated conflicts with Conflict Resolution Training & Consulting.

Benefits of Training

- Improved customer service.
- Minimise customer conflicts.
- Increase staff confidence & morale.
- Maximise customer satisfaction.
- Improve safety & effectiveness when dealing with aggressive customers.
- Awareness of Work Health & Safety issues.

Certificates of attainment issued at the completion of training.

Training has been designed to be Relevant, Challenging and Fun.

Highly interactive programs that give participants realistic techniques in handling difficult through to aggressive customers.

CRT&C Pty Ltd has been providing customised training programs to industry for over 13 years.



Conflict Resolution
Training & Consulting Pty. Ltd.

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CRT&C P/L Interactive - Fun - Practical Up skilling

Conflict Resolution Training and Consulting Pty Ltd specialises in Conflict Resolution and Aggression Management. With 20 years experience delivering customised training programs to industry. Our training program is "Negotiation & Crisis Intervention" It has two units - the Basic unit and the Advanced unit. Certificates of attainment are issued on successful completion.

CRTC only delivers training relating to Conflict Resolution / Advanced aggression management and negotiating / motivating for better outcomes. Our primary aim is to improve customer service and complaint handling, thus minimising escalated conflicts. In the event staff experience aggressive behaviour our objective is to minimise harm in the work place and to improve the mental and physical safety of staff and innocent customers. Our training is designed to prevent and minimise complaints and conflicts and where escalation occurs; safe and effective aggression management options are employed.

Founder and designer of all CRTC programs is Eddie Kardas. Eddie's background in negotiating conflicts comes from the Victoria Police where he qualified as a hostage negotiator at State level; National anti-terrorist level and he is only one of two people from Australia to have successfully qualified as a Crisis Negotiator at the world famous FBI Academy Quantico. For 28 years Eddie has either been a practitioner or a trainer in the area of customer aggression.

Why Train Staff in Conflict Resolution

1. If angry customers are a known hazard as defined under Work Health & Safety legislation, then a legal "Duty of Care" exists and failure to address known hazards may leave the company open for potential litigation.
"Angry customers who may be suffering mental health issues or be affected by alcohol or long term substance abuse are know hazards".
2. Minimising staff's exposure to mental or physical harm caused by aggressive customers can positively impact on morale, sick days taken and staff turnover due to burn out.
3. Managing conflict effectively can help staff achieve improved customer service outcomes with customers.
CRTC is the leading provider of Conflict Resolution and Aggression Management training in Australia.

Why Train with CRT&C

- Credibility of course designer and facilitators.
- All courses are customised to suit the needs of the target audience.

- Techniques taught are practical and have real application when dealing with difficult or aggressive Customers.
- Experiential learning is incorporated.
- The role plays with professional actors are video taped and reviewed for analysis. (Optional viewing in Basic)
- Transfer of learning is increased by using the mediums of Seeing, Hearing, Doing and Reviewing.
- CRT&C training is interactive, challenging and fun with real outcomes in improving confidence and technique.

CRTC has been conducting customised staff training in Conflict Resolution and Advanced Aggression Management for industry for over 18 years.

Referees -

Referees will be supplied on request.

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Negotiation & Crisis Intervention.

Manage conflict through negotiation (Basic) – Unit 1.

This is basic conflict resolution course suitable for all general staff through to managers and assistant managers. Our Basic course is far more advanced than normal run of the mill conflict resolution courses.

The Primary objective is to improve confidence and technique in preventing and deescalating conflict situations; improving customer service when dealing with difficult customers.

Elements of Competency

- 1. Detect early warning signs.** Helps in making better decisions on where to conduct the meeting or when and where to sit.
- 2. Don't create or escalate the conflict.** Sometime innocent mistakes can be made by staff that can increase the complainant's anger. We identify these escalators and incorporate a simple strategy to avoid them.
- 3. Understanding human behaviour of angry people.** Again innocent mistakes can be made in attempts to de-escalate. Understanding what is predictable with angry people helps make better decisions on when and how to de-escalate.
- 4. Curbing inappropriate behaviour.** At times the venting of angry customers can become loud and swearing can creep in. This behaviour can have a vicarious trauma affect on other staff and customers. This technique incorporates Human Behaviour principles in stopping the escalation giving the Staff member a better opportunity in controlling the venting.
- 5. De-Escalating techniques & Creating empathy.** Timing and technique are important in maximising the de-escalation effect. Good de-escalation techniques decrease the amount of time needed in a difficult interview and will also minimise the amount of anger displayed.
- 6. Taking ownership & Problem solving.** Negative buck passing can innocently be committed by staff – Unfortunately, I'm only a receptionist, all I can do Is.... Positive ownership does not have anything to do with decision making or technical knowledge. Better techniques are examined.
- 7. Tolerance levels & When to disengage or seek assistance.** All staff have varying tolerance levels and our own tolerance levels can alter from day to day. We examine how and when a staff member should consider disengaging and if availability exists; seek assistance.

Manage Client Aggression (Advanced) Unit 2.

This advanced module is designed for staff that may be called upon to help or intervene in a situation that is spiralling out of control. Suitable for managers and assistant managers or any staff who may be in the position to act as a third party to a dispute.

This training includes fall back options when face to face negotiating is not working.

The objective is to improve staff and public safety when the situation has turned aggressive and the potential for mental or physical harm is imminent. Controlling the crisis is paramount – customer service is not the emphasis – Work Health Safety concerns are. The second part of the course includes understanding all the critical elements that are required to be covered when designing comprehensive Aggression Management Procedures for the work place.

Elements of competency:

- 1. Identifying additional barriers such as – Drugs / Alcohol and Mental health issues.** This helps in deciding where to conduct interview and whether having another staff member sit in; is of any advantage.
- 2. Advanced warning.** At times you may be given advanced warning of the attendance of an aggressive customer. This generally occurs by the aggressor making the threatening call themselves. Identifying and considering the threat assessment and considering options is comprehensively covered.
- 3. Third party intervention strategies.** All the various third party intervention techniques are identified. There are times where the initial interview staff member may require assistance. Techniques in minimising escalation and maximising control are identified.
- 4. Terminating an aggressive interview safely.** There can be times that the behaviour of the aggressor is such that the only safe thing to do is terminate the interview. All aspects of safe terminating are considered.
- 5. Duress response.** Where a critical incident occurs – team response or even solely controlling the incident is covered. Unsafe practise is identified / safe and effective techniques are taught. If any mental or physical harm is going to happen; it will be at this critical time.
- 6. Designing Customer Aggression Procedures.** Customising aggression management procedures for the work place is covered in such a way that the attendee leaves with the knowledge on how to effectively consider improvements to existing procedures or design and create their own procedures.

The advanced course is delivered in a “train the trainer” method. All participants will have the knowledge on how to train their own staff or colleagues on how implement the strategies taught. This allows for continuity and also – what happens if the only staff member trained in crisis management is the one under verbal or physical attack.

Armed Intruder Response

For Business' or Business Units that handle money and deal with the public.

A known hazard when dealing with money and the public is the potential for an armed robbery. Under Work Health Safety Legislation - "When a known hazard has been identified, training and procedures shall be implemented to over-come that hazard.

- Our Armed Intruder Response training is delivered over a 2.5 to 3 hour session depending on customisation requirements.
- A training manual is provided along with provision to design a customised set of procedures for the participant's work place.
- The objectives covered are - prevention / surviving the incident / post incident considerations.

CRTC has over eighteen years experience in delivering this type of training and any CRTC facilitator delivering this training is experienced in the practical aspect of all the course objectives.

All CRTC courses incorporate experiential learning through the use of practise with professional actors.

Reference manuals are issued at each course. Permission is given to use the advanced manual as a reference when training other staff.

Certificates of attainment are issued at the successful completion of all courses.

