



Dealing with Difficult customers in a Retail setting

A half-day workshop for Retail sector Managers looking at their overall responsibilities in dealing with customers who are:

- difficult to deal with
- abusive and threatening
- aggressive or violent.

The workshop will introduce managers to the three step Violence Risk Reduction model of :

Primary Controls: Which focus on proactive approaches to reducing conflict and risk.

Secondary Controls: Equipping staff with the knowledge and skills to defuse and resolve conflict before it escalates further.

Tertiary Controls: Emergency responses and procedures to prevent harm and which may in some settings include use of physical interventions.

Delegates will learn how to develop multi-element strategies to ensure staff and customers are safe through:

- Fewer and less severe incidents
- More confident and capable staff
- A better experience for customers
- Improved standards and performance
- Dealing safely and efficiently with difficult customers in a retail setting
- Reduced risk for the organisation