



Goal

Provide participants with methods, skills and abilities to behave appropriately to effectively deal with aggressive situations.

Target audience

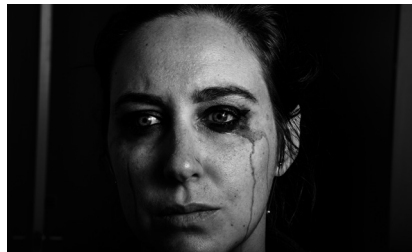
All people in contact with the public, especially in banking, insurance, security, justice, hospital but also for the police, relief and care services, administrations and international groups employing expatriates (remote assistance and on the spot).

Location

Within your company

Duration

7 hours



Our Trainer
ANGELIQUE LAENEN

- ✓ Psychologist
- ✓ Psychoanalyst
- ✓ Legal expert
- ✓ Profiler
- ✓ Negotiator
- ✓ Trainer approved by Ministry of Interior and Education
- ✓ Speaker
- ✓ Bilingual french/english

She is specialized in aggressive behaviors, crisis management and in the evaluation of high sensitive profiles.

1 Skills
UNDERSTANDING YOUR OWN LIMITS

- To know oneself, to manage one's emotions, one's stress in the face of an aggressive situation
- Define strengths and weaknesses, identify attitudes to conflict
- Adapt to your interlocutor
- Know how to protect yourself
- To know how to remain master of oneself
- Stress management techniques

2 Skills
UNDERSTANDING AGRESSION

- Causes of aggression
- Its effects on the body
- Alarm signals to spot
- The phases of the crisis
- The emotions related to the crisis



3 Skills
RESPOND TO THE CRISIS

Active listening :

- The necessary qualities
- Behaviors to adopt
- Personal qualities
- The principles
- Pitfalls to avoid

Effective communication :

- Principles of communication
- Verbal communication
- Paraverbal communication
- Non-verbal communication
- Gestures and attitudes of protection

Rempart-International

26 rue de Louvigny-L-1946 Luxembourg

T : +352 288 557 • M : +352 621 504 024 • angelique.laenen@rempart-international.com

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