VIRTUAL WORKSHOP:
CUSTOMER SERVICE & DE-ESCALATION

Working with the public can be both rewarding and challenging in this fast-paced world. You may also feel stress when working with challenging, demanding, or difficult customers. There are times when customers have legitimate reasons to be upset, and other times they do not. In either case, you should prepare yourself to handle difficult customers and find ways to resolve these situations successfully.

Our two-hour virtual workshop will cover effective de-escalation techniques and strategies, as well as the impact emotions have on challenging or difficult people.

Topics will include:

- Delivering exceptional customer service
- What is aggressive behavior?
- Origins of difficultness
- How to avoid "getting hooked"
- The role that emotions play
- The fight or flight response
- Identifying emotional triggers
- De-escalation/active listening skills
- Setting limits/dealing with profanity

DATE
August 14, 2024

TIME
9:00am – 11:00am PST

COST
$45.00 per person

VIRTUAL

IMPORTANT
Registered attendees will receive an email with the Zoom link and training access information one week before the training.

PRESENTER

Commander Josef Levy
Long Beach Police Department (ret)

Josef has close to 30 years of law enforcement experience and is a highly skilled facilitator who has conducted trainings for thousands of law enforcement professionals throughout the country. He has also trained at the international level, training law enforcement delegations from France, Germany, Israel, and Russia.

REGISTER ONLINE

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