

PREVENTING VERBAL ABUSE Targeted at Public Services

Duration: 2 days (14h)

Dates: on demand

Price general public: EUR 990/pers. (no VAT)

Price in-house: on demand (4-12 pers.)

OVERVIEW

Municipal life is based on the social contract. Public officials provide services to citizens in accordance with local policies derived from laws enacted by elected political representatives to ensure the proper development of the nation and its territories. Trust in this contract is tested when an individual or group imposes their disagreement by attacking public officials. If this imposition is carried out through violence, the social bond is broken.

Increasingly, municipal employees and elected officials are facing various forms of aggression directed at them.

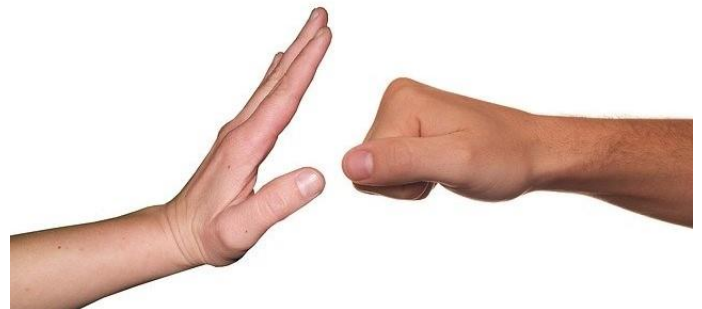
The training provides officers with the tools to better assess a critical situation, have a response plan in place, and master techniques for restoring dialogue. It also covers some basic physical and psychological aspects of self-defense.

LEARNING OBJECTIVES

- Recognising the signs of aggression and understanding the triggers that escalates into violence.
- Communicate calmly to de-escalate verbal violence.
- Being aware of your own triggers and learning to regulate your emotions under stress.
- Becoming self-aware and listening to build common ground objectively.
- Learning several tactical approaches to reduce aggression in a conversation.
- Applying positive psychology.
- Using empathy at the right moment.
- Staying pragmatic and applying humor if needed and non-violent vocabulary to de-escalate.

AUDIENCE & PRE-REQUISITES

- For public officials and civil servants from regional/national/international institutions.



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PROGRAMME

- Origins and expressions of nonviolence.
- Noticing the violence behind words and changing the vocabulary
- Thought and language patterns that are not violent
- Managing Internal and External Stress.
- Communication techniques using NLP and Transactional analysis.
- Simulation of situations from everyday work: application of the presented models and techniques
- Treatment of a complex conflict (complication involving third parties)
- Role plays illustrating metaphors of non-violent communication.
- Conflict resolution methods and techniques.
- Pedagogical approach
- Nuances of expression – verbal and non-verbal
- Quick de-escalation techniques and tips.
- Legal aspects

METHODS & EVALUATION

Rich and flexible training design: theoretical input, discussions, reflection and sharing of experience, role-plays and simulations, practical exercises.

Evaluation of training impact:

- Short-term impact: at the end of the training
- Long-term impact: 3 months after the training

Evaluation of acquired knowledge:

- Self-evaluation with a skills inventory
- Questionnaire at the end of the training

Certificate: EUROBOGEN certificate of participation

OTHER RELATED TRAINING

- Conflict management and mediation
- Becoming a mediator
- Empathic & non-violent communication

CONTACT US!

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