



**CONFLICT PREVENTION AND
MANAGEMENT IS A KEY AREA OF
EXPERTISE AT EUROBOGEN.**

Public services are increasingly confronted with behaviour that contravenes social norms and rules of decorum. Incivility takes various forms, ranging from a disrespectful remark or even an insult; more serious escalations can go as far as offences or criminal acts.

To protect all local authority staff, and to restore civilised communication between them and the public, a training programme is available (and tailored to individual needs) for all staff who are in direct contact with members of the public at service desks, in offices, on the telephone, at reception, or involved in collaborative work serving the public.



DEALING WITH INCIVILITIES

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Understanding incivility in public services and responding to it appropriately is essential to protect staff, improve their working conditions and ensure the quality of the service provided to users.

Call on an expert consultancy to work with you to find

- solutions to problems and
- conflict resolution



LEARNING OBJECTIVES

1. To strengthen staff's ability to prevent and defuse tensions. To learn verbal and non-verbal techniques to prevent situations of incivility from escalating and to re-establish constructive dialogue with service users.

2. Develop calm and assertive habits for managing oneself and others. Incorporate key techniques drawn from martial arts, hypnosis and non-violent communication to manage stress, maintain self-control and respond firmly to aggression.

3. Bring staff together around a common set of best practices across all departments.
Create a shared and sustainable culture for managing anti-social behaviour, based on best practices, individual and collective roadmaps, and on-the-ground monitoring.

TRAINERS

EUROBOGEN trainers are experts in teaching, practising and embedding effective conflict management.

SIX AREAS FOR REFLECTION, BEST PRACTICE AND LEARNING

1. Classification of behaviours unacceptable, scale of severity and legal framework.
2. Causes of these behaviours: personalities, triggers, root causes, trends, environment.
3. Applying wisdom and Martial arts practices in everyday interpersonal relationships.
4. Carrying out a de-escalation of a conflict: the language of clear logic and the assertive articulation of consequences.
5. Self-management and showing empathy; the caring professional relationship and its limitations.
6. Charters and other tools organisational measures to protect people in their jobs.

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2-DAY PROGRAMME

● DAY 1

Getting started, foundational skills, studying reflexes, reprogramming behavioural patterns.

● DAY 2

Intensive practice, role-plays, personalised learning plans, and re-establishing courtesy within the workplace and in customer service.

