

A photograph of a woman in a dark jacket shouting and holding a cardboard box over a man in a blue jacket who is looking away. The scene appears to be a tense customer interaction. The image is partially framed by a large blue and black geometric shape on the left side of the page.

# **MANAGERS GUIDE TO DEALING WITH CUSTOMER AGGRESSION**

AGILPERSEC002



# COURSE OVERVIEW

## COURSE OUTLINE

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With customer aggression on the rise, the cost associated to rehabilitate the victims is also growing. In 1995 the result in lost productivity was estimated at \$36 billion, and the number of claims has risen significantly since then.

State and federal governments have legislated the need to protect employees, it is an organisation's responsibility to develop policies and procedures to mitigate risk and avoid litigation.

This course will provide your organisation's executives, managers and business group co-ordinators with the knowledge and skills they need to manage the risk associated with customer aggression.

## BENEFITS

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1. Understanding of the legislation governing and dealing with customer aggression.
2. Identifying areas within your business that will present the greatest risk.
3. Developing customised policies and procedures through workshops which will enable staff to deal with customer aggression specific within your organisation.
4. Knowing why incident reporting is necessary for creating more robust risk and security planning.
5. Being aware of the importance and benefits of providing security training for all staff members.

## PRE-REQUISITES

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There are no pre-requisites for this course.

## WHO SHOULD ATTEND

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- Organisational Executives
- Security Management Staff
- Senior Managers
- Business Group Co-ordinators

## STUDENT LEARNING OUTCOMES

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After this course, you will be able to:

1. Understand the state and federal legislation that governs your obligations to keep staff safe from customer aggression.
2. Assess and manage customer aggression risk in the organisation using prevention and intervention strategies.
3. Conduct interviews with aggressive customers and be able to terminate the interview safely.
4. Understand the importance of conducting debriefs with staff involved with customer aggression.
5. Understand the need for and implementing an annual security awareness training package and implementing an incident reporting and management system.

## TEACHING STRATEGIES AND APPROACH TO LEARNING

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This course will provide senior managers with real-world examples of incidents involving customer aggression and strategies utilised to mitigate the risks and resolve the situations to enhance the participant's skills and experience.

These examples will be provided through the use of case studies, audio visual snippets, quizzes and workshops and will offer best practice guidance for implementing policies, procedures and training to assist staff in dealing with aggression.

## COURSE LOGISTICS

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### Location or delivery mechanisms

This program will be delivered as an instructor-led course and workshop for senior management either in-house or at a pre-determined location.

### Duration

The in-house course will take between 4 hours to 16 hours to complete depending on the customer aggression risk faced by organisations.

### Assessment

Although this training package is not pass/fail it is suggested that participants complete all questions to their fullest potential to ensure that they get the most benefit for themselves and the company.

### Course registration

You can register for this course by calling Agilient on 1300 341 692 or emailing us on [securityinsights@agilient.com.au](mailto:securityinsights@agilient.com.au).

More information about Agilient can be found at our website [www.agilient.com.au](http://www.agilient.com.au).

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# COURSE CONTENT

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Participants will be guided through the following topic areas:

1. State and Federal Legislation – Understanding the legislation that governs and protects your organisation when dealing with incidents of customer aggression.
2. Threat Environments Associated with Customer Aggression – Awareness of trends associated with extremely aggressive and or violent customers.
3. Assessing and Managing the Risk – Knowing how to identify vulnerable areas that present risks and understanding your obligation to mitigate risk.
4. Prevention and Intervention Strategies – Introducing knowledge of strategies that can be used to prevent or de-escalate incidents of customer aggression.
5. Crime Prevention Through Environmental Design – Creating a work environment that reduces the risk to staff and customers through environmental design, layout and other strategies.
6. Workshop to Develop Policies and Procedures – Open discussion and developing policies and procedures with the assistance of experienced security risk management consultants.
7. Conducting Safe Interviews – Understanding the importance of onboarding/vetting and maintaining suitability of new and potential staff.
8. Conducting Debriefs – Realising the importance of conducting debriefs with staff that have been victims of customer aggression.
9. Annual Security Awareness Training – The significance of security training and how ensuring all staff complete it will assist in reducing risks.
10. Incident Reporting – Providing information on how incident reporting can enable businesses to develop more robust security strategies and methods of reporting incidents.

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