

MARATE SKILLS.

MANAGING ANGRY, RUDE, ABUSIVE, THREATENING & EMOTIONAL PEOPLE!



Have you ever experienced the following?

- Feeling overwhelmed and unsure how to deal with someone when they won't stop yelling at you.
- An inability to get your message across clearly and effectively?
- Trying to calm someone down but only finding what you're doing seems to make things worse.
- Realising the issue is not really the issue.
- You feel stuck in a feedback loop when you answer their demands because they keep going over the same old ground.
- Feeling intimidated and emotionally scarred by aggressive customers or people?

If you can relate to the above, then 'MARATE Skills' (pronounced just like KARATE) could be just the workshop you are looking for. No one likes dealing with difficult, aggressive, threatening people. It takes patience, good emotional management, and strong communication skills to manage and resolve issues with angry people.

The social fallout of recent global stress has impacted frontline services across all industries. This session incorporates practical and time-relevant strategies to help teams manage this demand successfully.

This workshop has been developed with well over 20 years of experience working with frontline roles using a road-tested approach, which we call the MARATE Method. This method is built on the three core principles below:



This workshop will help you navigate and understand the mechanisms and psychology at play when dealing with difficult people and what steps to take. It equips participants with the ability to diagnose and apply the correct strategies for diverse personalities, aggression, and defusing emotional charges. This program will also teach practical frameworks to help your team develop healthy self-support strategies.

DESIGNED FOR.

- All levels of the organisation who are looking to develop their ability to deal with aggressive and angry people.
- It is particularly relevant for all those in contact- or customer-facing roles.
- Teams dealing with the global stress fallout to customer interactions.
- Those who need to develop the necessary skills to deal with different levels of aggression and emotion.
- Individuals who manage internal challenges and the necessary techniques for phone or face-to-face de-escalation techniques.
- Ideal Size: 6-15 participants.

Learning Outcomes.

- ✓ Identify the underlying drivers of aggressive behaviours.
- ✓ Use effective defusing techniques when things get heated or emotional.
- ✓ Understand what works and what doesn't work when communicating in a tense interaction with people.
- ✓ Know your personal reaction triggers and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Apply assertiveness techniques to respond to difficult people and implement healthy boundaries.
- ✓ Identify aggression styles to form effective response strategies.
- ✓ Apply healthy self-care techniques to reduce negative emotional impact.
- ✓ Identify the early warning signs to stay ahead of the situation.
- ✓ Understand how to read diverse communication styles and adapt accordingly.

