

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Conflict De-escalation for Front-Line Staff

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Front-line staff in reception, customer service, healthcare, transport and security increasingly face aggressive behaviour. This course teaches de-escalation: recognising warning signs, managing personal stress, verbal and non-verbal techniques, setting boundaries, team responses, when to withdraw and post-incident support and reporting.

Skilled de-escalation prevents many incidents from becoming violent. You will learn practical techniques to stay safe and calm.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Scenario-based role plays, body language practice, case discussions and team response drills.

Course objectives

By the end of this course, participants will be able to:
• Recognise signs of escalating aggression
• Manage your own stress responses
• Use verbal and non-verbal de-escalation techniques
• Set clear and respectful boundaries
• Coordinate team responses and know when to withdraw
• Report incidents and access support

Target audience

This course is suitable for:
• Customer service and reception staff
• Security officers
• Healthcare and social care staff
• Transport and hospitality staff
• Public service front-line workers



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Target competencies

Participants will develop competencies in:

- Risk recognition
- Self-control
- De-escalation
- Boundary setting
- Incident reporting

Course outline

Day 1: Understanding Aggression

09:00–10:08	Causes of aggression
10:08–11:00	Warning signs
11:00–11:30	**Coffee break**
11:30–11:45	Warning signs (continued)
11:45–12:53	Personal triggers
12:53–14:00	Exercise

Day 2: Self-Management

09:00–10:08	Stress response
10:08–11:00	Staying calm
11:00–11:30	**Coffee break**
11:30–11:45	Staying calm (continued)
11:45–12:53	Positioning and safety
12:53–14:00	Practice

Day 3: De-escalation Techniques

09:00–10:08	Verbal techniques
10:08–11:00	Body language
11:00–11:30	**Coffee break**



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11:30–11:45	Body language (continued)
11:45–12:53	Empathy
12:53–14:00	Role plays

Day 4: Boundaries and Teams

09:00–10:08	Setting limits
10:08–11:00	Team responses
11:00–11:30	**Coffee break**
11:30–11:45	Team responses (continued)
11:45–12:53	Withdrawal
12:53–14:00	Scenario practice

Day 5: After Incidents

09:00–10:08	Reporting
10:08–11:00	Support
11:00–11:30	**Coffee break**
11:30–11:45	Support (continued)
11:45–12:53	Learning
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,940.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,840.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Amsterdam Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Cape Town Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,890.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**€2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,650.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
London Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,450.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,860.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Vienna Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,940.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online