

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

# Crisis Negotiation and De-escalation Skills

5 days | Classroom training | English

**SMART HORIZON**

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# Course content

## Why attend

Tense situations with aggressive, distressed or threatening individuals require calm and skilled responses. This course develops de-escalation and crisis negotiation skills, including understanding conflict and emotions, active listening, verbal and non-verbal techniques, managing personal safety, and post-incident support.

Effective de-escalation prevents harm and protects staff and the public. This course gives practical skills for frontline and managerial staff.

## 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

The course uses role plays, scenario practice, video analysis and debriefs.

## Course objectives

By the end of this course, participants will be able to:
• Understand the dynamics of conflict and crisis behaviour
• Recognise warning signs of escalation
• Apply active listening and verbal de-escalation
• Use non-verbal communication and positioning safely
• Negotiate in high-tension situations
• Support staff and learn after incidents

## Target audience

This course is suitable for:
• Frontline customer service staff
• Security personnel
• Healthcare and social care workers
• Managers and supervisors
• Public sector staff



# Course content

## Target competencies

Participants will develop competencies in:

- Conflict awareness
- Escalation recognition
- Active listening
- Verbal de-escalation
- Personal safety
- Post-incident support

## Course outline

### Day 1: Understanding Conflict

| | |
|---|---|
| **09:00–09:54** | Conflict dynamics |
| **09:54–10:48** | Emotions and stress |
| **10:48–11:00** | Triggers |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Triggers (continued) |
| **12:12–13:06** | Personal responses |
| **13:06–14:00** | Exercise: Escalation signs |

### Day 2: De-escalation Techniques

| | |
|---|---|
| **09:00–09:54** | Active listening |
| **09:54–10:48** | Calming language |
| **10:48–11:00** | Empathy |
| **11:00–11:30** | **Coffee break** |
| **11:30–12:12** | Empathy (continued) |
| **12:12–13:06** | Setting boundaries |
| **13:06–14:00** | Practice: De-escalation drills |



# Course content

## Day 3: Non-Verbal and Safety

| | |
|---|---|
| 09:00–09:54 | Body language |
| 09:54–10:48 | Positioning |
| 10:48–11:00 | Dynamic risk assessment |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Dynamic risk assessment (continued) |
| 12:12–13:06 | Exit strategies |
| 13:06–14:00 | Practice: Safety scenarios |

## Day 4: Crisis Negotiation

| | |
|---|---|
| 09:00–09:54 | Negotiation stages |
| 09:54–10:48 | Building rapport |
| 10:48–11:00 | Influence |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Influence (continued) |
| 12:12–13:06 | Team roles |
| 13:06–14:00 | Role play: Crisis negotiation |

## Day 5: After Incidents

| | |
|---|---|
| 09:00–09:54 | Reporting |
| 09:54–10:48 | Debriefing |
| 10:48–11:00 | Staff support |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Staff support (continued) |
| 12:12–13:06 | Learning |
| 13:06–14:00 | Capstone: Scenario assessment |

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



# Course content

sessions. They are indicative only and do not constitute a binding commitment.

## Dates, venues and fees

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

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Istanbul<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **€2,650.-** |
| Online<br>Confirmed dates | 9 Nov 2026 | 13 Nov 2026 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **€2,540.-** |
| Online<br>Confirmed dates | 23 Nov 2026 | 27 Nov 2026 | **€1,250.-** |
| Singapore<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€2,820.-** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€1,250.-** |
| London<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **€2,450.-** |
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Dubai<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **€3,150.–** |
| Online<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **€1,250.–** |
| Frankfurt<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **€2,650.–** |
| Online<br>Confirmed dates | 25 Jan 2027 | 29 Jan 2027 | **€1,250.–** |
| Barcelona<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **€2,840.–** |
| Online<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **€1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **€1,450.–** |
| Online<br>Confirmed dates | 8 Feb 2027 | 12 Feb 2027 | **€1,250.–** |
| Paris<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **€2,860.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 22 Feb 2027 | 26 Feb 2027 | **€1,250.-** |
| Istanbul<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 8 Mar 2027 | 12 Mar 2027 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **€2,540.-** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **€1,250.-** |
| Vienna<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **€2,940.-** |
| Online<br>Confirmed dates | 29 Mar 2027 | 2 Apr 2027 | **€1,250.-** |
| Singapore<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 12 Apr 2027 | 16 Apr 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| London<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **€2,450.–** |
| Online<br>Confirmed dates | 26 Apr 2027 | 30 Apr 2027 | **€1,250.–** |
| Dubai<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **€3,150.–** |
| Online<br>Confirmed dates | 10 May 2027 | 14 May 2027 | **€1,250.–** |
| Frankfurt<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€2,650.–** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€1,250.–** |
| Cape Town<br>Confirmed dates | 31 May 2027 | 4 Jun 2027 | **€1,890.–** |
| Online<br>Confirmed dates | 31 May 2027 | 4 Jun 2027 | **€1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **€1,450.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 14 Jun 2027 | 18 Jun 2027 | **€1,250.-** |
| Paris<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **€2,860.-** |
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **€1,250.-** |
| Istanbul<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 12 Jul 2027 | 16 Jul 2027 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **€2,540.-** |
| Online<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **€1,250.-** |
| Rome<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Singapore<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 9 Aug 2027 | 13 Aug 2027 | **€1,250.-** |
| London<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 23 Aug 2027 | 27 Aug 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 13 Sept 2027 | 17 Sept 2027 | **€1,250.-** |
| Frankfurt<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€1,250.-** |
| Cape Town<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **€1,890.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **€1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **€1,450.–** |
| Online<br>Confirmed dates | 11 Oct 2027 | 15 Oct 2027 | **€1,250.–** |
| Paris<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **€2,860.–** |
| Online<br>Confirmed dates | 25 Oct 2027 | 29 Oct 2027 | **€1,250.–** |
| Istanbul<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **€2,650.–** |
| Online<br>Confirmed dates | 8 Nov 2027 | 12 Nov 2027 | **€1,250.–** |
| Amsterdam<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **€2,540.–** |
| Online<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **€1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Rome<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 29 Nov 2027 | 3 Dec 2027 | **€1,250.-** |
| Singapore<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€1,250.-** |
| London<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **€1,250.-** |



# Course content

## 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

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