

# Course : Managing physical and verbal aggression in reception situations

*Practical course - 2d - 14h00 - Ref. VER*

*Price : 1270 € E.T.*

Knowing the mechanisms of violence and aggression enables you to integrate techniques to prevent explosive and stressful situations in reception situations. This training course proposes the practice of these techniques, in particular assertive communication, taking into account the personality of the person you are dealing with.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding the mechanisms of violence and aggression
- ✓ Adopt body and verbal postures to deal with aggression
- ✓ Channeling and maintaining a positive relationship
- ✓ Preserving energy and motivation

## Intended audience

Customer relations managers. Receptionists. Reception agents.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Self-questioning, communication exercises, role-playing, learning body techniques applied to reception situations.

### Teaching methods

Active, participative teaching methods. Alternating theory/practice with application to the context and experience of participants.

## Course schedule

### PARTICIPANTS

Customer relations managers.  
Receptionists. Reception agents.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Understanding the conflict process: from aggression to acting out

- Understand the influence of emotions on behavior.
- Analyze dominance and submission processes: life positions.
- Understanding the stakes and roles of the players in a conflict: the dramatic triangle.
- Gain perspective on conflict situations by deciphering internal motivations and behavioral habits.
- Anticipate aggressiveness: detect non-verbal and para-verbal communication messages.
- Know your strengths and weaknesses in the face of conflict.

### Exercise

Self-assessment of personality and behavior under stress. Analysis of strengths and areas for improvement.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## 2 Integrate physical and verbal techniques to deal with violence

- Stop being destabilized by practicing body [[centering]].
- Increase availability and resistance to conflict.
- Confront violence and intimidation by using your voice.
- Control your emotions with balanced breathing.
- Communicating assertively to deal with conflict: maintaining eye contact, establishing territory.
- Get out of a conflictual relationship through positive verbalization.

### Exercise

Learn physical and communication techniques for dealing with aggression through role-playing. Learn to maintain leadership in conflict situations.

## 3 Learning to channel and transform aggression

- Understand reflex attitudes to conflict (attack, flight, withdrawal).
- Maintain positive relationships by respecting the aggressor's point of view.
- Use the right language for each personality type to build a constructive relationship.
- Identify stress levels and respond effectively.
- Practice positive reframing to keep control of the situation.
- Confront daily conflicts while preserving energy and motivation.

### Role-playing

Managing aggressiveness according to the personality of the person you are dealing with. Action plan.

## Dates and locations

### REMOTE CLASS

2026 : 18 May, 1 Oct.

### PARIS LA DÉFENSE

2026 : 18 May, 1 Oct.