

# Course : Preventing and managing incivilities in the public sector

*Practical course - 2d - 14h - Ref. CVP*

*Price : 1400 CHF E.T.*

This practical training course will enable you to better understand your limits in the face of incivility. You'll learn to recognize different profiles, so you can adapt and anticipate aggression. You'll learn how to assert yourself and respond while maintaining self-control.

## Teaching objectives

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

- ✓ Understand the mechanisms that lead to aggressive situations
- ✓ Utiliser l'intelligence émotionnelle au travers de la « juste » posture
- ✓ Defusing aggressive situations, regulating tensions
- ✓ Learn techniques for anticipating, identifying and handling situations
- ✓ Managing conflict and adapting communication skills

## Intended audience

Anyone dealing with the public.

## Prerequisites

No special knowledge required.

## Practical details

### Role-playing

Discussions, experience-sharing, practical exercises and role-playing.

### Teaching methods

Active teaching methods based on discussion, role-playing, practical exercises and training, followed by assessment of skills acquired throughout the course.

## Course schedule

### PARTICIPANTS

Anyone dealing with the public.

### 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 Organization and public needs

- Define the notion of user and the characteristics of different user-publics.
- Connaître les notions d'attente et de besoin. Le cadre de la relation.
- Identify notions of administrative domination and relational legitimacy.
- Understanding the complex trilogy: constraint, principle and relationship.
- Know the rules for protecting employees in the performance of their duties.
- Define the notion of corporate culture and manage your professional posture and vision.

### Exercise

Sub-group workshops to get to grips with the circular, collective exchanges.

#### 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 The different types of conflict

- Define the causes and types of conflict.
- Identify the manifestations of conflict.
- Handling violent situations (method for dealing with conflict).
- Know the seven stages of conflict management.

### Hands-on work

Role-playing and analysis of real-life situations.

## 3 Decoding attitudes and potential aggression

- Know the factors that generate aggression and violence.
- Master dominant character traits.
- Identify physical and emotional reactions.
- Deciphering verbal and non-verbal expressions.
- Detecting violent acts, facial recognition of basic emotions.

### Exercise

Anticipation role-playing, recognizing negative emotions.

## 4 The means of regulation

- Adopt assertive behavior.
- Manage your emotions.
- Overcoming power games (KARPMAN).
- Use transactional analysis (parallel, crossed, hidden).

### Hands-on work

Visualization, confrontation scenarios to train yourself to emerge positively.

## 5 Ways of expressing and communicating to defuse aggression

- Master active listening and recognition.
- Staying in harmony with the person you're talking to (the quilt technique).
- Savoir faire passer un message difficile en utilisant la Communication NonViolente.
- Learn to say no.

### Hands-on work

Role-playing and role-playing exercises to practice assertively formulating and receiving criticism.

## 6 The aftermath: the duty to warn and deal with suffering

- Draw up an individual progress plan.
- Regain your composure after a stressful situation.

### Hands-on work

Breathing and relaxation exercises. Fill in your progress plan.