

# Course : Welcoming people in precarious or distressing situations

**Adopting the right greeting postures**

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

*Price : 1370 CHF E.T.*

The quality of our welcome makes it easier for people in precarious or distressed situations to access our services. This training course will provide you with the best communication practices you need to implement to guarantee the quality of your relationship and your public service mission with vulnerable members of the public.

## Teaching objectives

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

- ✓ Identify and understand the specific needs of people in distress or precarious situations
- ✓ Developing an assertive and empathetic posture
- ✓ Use assertive and Non-Violent Communication techniques to manage reception situations
- ✓ Managing stress and emotions before, during and after interviews

## Intended audience

Receptionists, anyone likely to welcome the public as part of their public service mission.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Exchange and analysis of practices. Self-diagnosis. Role-playing exercises related to the participants' context. Toolbox. Roadmap.

### Teaching methods

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

## Course schedule

### PARTICIPANTS

Receptionists, anyone likely to welcome the public as part of their public service mission.

### 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.

## 1 Welcoming people in difficulty or distress

- Define the meaning of "welcome".
- Understand the specific needs of people in precarious or distressed situations.
- Identify their expectations and needs at the time of reception.
- Become aware of automatic information processing: selection, distortion, generalization.
- Be vigilant about your own perceptions and prejudices.
- Integrate verbal and non-verbal communication supports to establish dialogue.

### Hands-on work

Identify the specificities of catering to a precarious public and a public in distress.

## 2 Develop a welcoming attitude

- Ensure a friendly physical welcome: discretion, confidentiality...
- Reinforce your assertiveness for a quality welcome.
- Demonstrate openness and develop a positive mindset.
- Focus on your interlocutor and develop empathy.
- Differentiate between empathy and sympathy, and develop distancing skills.

### Hands-on work

Assertiveness self-diagnosis. Identify reception situations that are perceived as difficult as an agent. Design appropriate strategies.

## 3 Use active listening to facilitate the expression of a request

- Move from the attitude of "hearing" to that of "listening".
- Ask appropriate questions to clarify the request.
- Tactfully and precisely reformulate the request.

### Hands-on work

Based on real-life situations involving people in precarious situations or in distress, practice active listening and facilitating the expression of a need.

## 4 Use language to guide effectively

- Use positive phrasing and the present tense.
- Eliminate clumsy formulations: complex administrative jargon, awkward expressions...
- Provide clear information tailored to the individual.
- Adjust your posture, tone and voice.

### Hands-on work

Use concrete situations to find the right posture and language.

### 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.

### 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](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 Managing difficult situations

- Identify, understand and manage your emotions.
- Control your emotions with balanced breathing.
- Dealing with violent behavior.

### Hands-on work

Use real-life situations to practice managing difficult situations.