



**encompass**  
community services

College of Education  
and Training

TOID-6899

## MANAGE DISRESPECTFUL, AGGRESSIVE OR ABUSIVE CUSTOMERS SKILL SET

SIRSS00022

# Want to develop the skills so you can manage disrespectful, aggressive or abusive customers?

Learn how to mitigate aggression and deescalate situations.

SIRXCEG008 • **Manage disrespectful, aggressive or abusive customers**



**Government funding is available for eligible persons.**

Please refer to our fees handout, website, or contact us for more information. You will need a minimal level of skills in listening, speaking, reading and writing. Conditions apply.

**Complete this  
in just 2 days.**

**BOOK NOW  
TO GET YOUR SPOT!**

**1800 943 055**

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