THE CUSTOMER EXPERIENCE EXPERTS

Managing Psychosocial Safety on the Front Line of Customer Service

Practical training for frontline staff and leaders

Customer-facing work brings recognised psychosocial risks. Challenging interactions, limited autonomy and workload pressure affect both people and service delivery.



This workshop equips staff and leaders to recognise those risks, understand the stress response, and use clear strategies to regulate, recover, hold boundaries and report concerns.

Your frontline team will come away with:

- A shared understanding of psychosocial hazards in customer contact work
- Practical techniques to regulate during difficult interactions and recover afterwards
- Confidence to recognise warning signs, use support pathways and report risks

Built around your workplace

The program is customised to your policies, escalation routes, reporting processes and real contact types. Scenarios reflect customer behaviour, queue pressure, repetition, scripting and limited autonomy.

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INTENDED AUDIENCE

Frontline staff

DELIVERY MODE

Onsite or video conference

DURATION

3 x 2-hour virtual OR 3-hour onsite + 2-hour virtual

GROUP SIZE

Approximately 15, plus leaders as agreed

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Aim

To equip staff and leaders to recognise and manage the psychosocial risks arising from challenging customer interactions.

Benefits

- A clearer, shared understanding of psychosocial hazards and the actions leaders can take on controls, reporting and review.
- Staff can better regulate their stress response, supporting wellbeing and consistent service delivery.

Course content

Challenging customer interactions: frustration and distress, on repeat.

- Manage and influence the impact of repetition, inflexibility and low autonomy.

Understanding the physiological responses in the brain and body

- The threat response: the amygdala hijack, the adrenaline and cortisol behind it, and their effect on thinking, judgement and fairness.
- Fight, flight, freeze and fawn: the pattern a person defaults to when pressure keeps coming
- The customer's brain: knowing what you are dealing with.

How to regain control

- Regulation during the contact, and what composure sounds like to the customer.
- Staying in the boundaries:
  - Managing the customer when the line is crossed
  - Maintaining your service role when customers disclose distress
  - Recover, warning signs, support pathways and reporting, and the organisation's control mechanisms.

Learning outcomes

By the end of the workshop participants will:

- Recognise challenging customer interactions as workplace hazards not personal shortcomings
- Explain what happens physically and chemically in their own (and the customer's) brain during a difficult or high-pressure contact
- Use that understanding to interrupt their own threat response, regulate while still on the contact and recover afterwards
- Recognise early warning signs, the support pathways and how and why to report
- Hold a boundary when a customer's behaviour crosses the line.