

Are your employees prepared for everyday conversations with dissatisfied citizens or customers?



Conversations with dissatisfied citizens or customers should not make an employee uncomfortable. The responsibility rests with the workplace, to ensure that employees are properly prepared to handle difficult conversations, preventing them from escalating into conflicts or causing negative repercussions for the employee.

When working with other people, difficult conversations and potential conflicts are inevitable. Such interactions can be stressful for employees, which is why it is important for workplaces to establish clear guidelines for such conversations, ensuring that every employee feels confident and supported.

At PrimaCare, we offer presentations about conflict management in citizen/customer interactions. We assist each workplace in developing a strategy for handling conflicts and support employees in navigating their interactions with citizens/customers. We provide practical tools for what employees can do before, during, and after a conversation to prevent and manage conflicts in their engagements with citizens/customers.

