



**An empowering,
hands-on experience
you will never forget.**

Safe and Sound's
*Safely Managing the
Difficult Client* is a dynamic
six-hour program. It covers
everything people need to know
about how to recognize, avoid
and manage potentially
dangerous situations and
customer interactions in the
workplace.

Lead by Experienced Safety Professionals

Safe & Sound's Lead Instructors are Police Officers who have experience dealing with violent situations on city streets. Our 52 team members are well-trained safety professionals who have taught personal safety strategies to Alberta citizens since 1995. Our team will share their real life experiences with the Police Service to produce classes that are dynamic and highly practical.

Courses and Services by Safe & Sound

SafeKids 1 (ages 3-5)
SafeKids 2 (ages 6-11)
Safeteen Personal Safety for Teens
Level I Personal Safety for Adults
Level I Personal Safety for Persons with Disabilities
Level II Advanced Personal Safety
Customized Corporate Programs
Corporate Team Building Events
Refresher Courses
Safely Managing the Difficult Client
Conflict Management

For More Information

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Available for bookings throughout Canada and the United States. Group maximum is 25 participants. Courses can be customized. Please contact us for more information.



**safely managing the
difficult client**

Put your staff in safer hands – their own.

Your staff will learn:

- How to manage the difficult client
- How to recognize the warning signs of violent behaviour
- Tools to successfully de-escalate potentially volatile encounters
- How to judge what an appropriate reaction is to each situation
- How to maintain excellent customer service while keeping themselves and others safe
- How to manage their own performance when under stress
- What to do if the situation does become violent
- Simple self-defence moves
- The participants will get a chance to test their new skills in a simulated, safe environment with a Padded Attacker (both verbal scenarios as well as physical defensive scenarios).

All programs are customized to suit your organizational needs.

5 Reasons Why You Should Book this Program:

1. Reduced employee turnover
2. Increased professionalism and confidence in your employees
3. Reduce your corporate liability and your criminal liability
4. Attain higher personal and professional productivity
5. Improve relationships with internal and external customers

Q Who should take this program?

A Anyone who deals with difficult people at work or in their personal lives.

Our Clients Include:

Alberta Energy & Utility Board
Brookfield Properties Ltd.
Office of the Public Trustee
Calgary Board of Education
MGV Energy, Quicksilver
Calgary Stamped
Cadillac Fairview
Alberta Motor Association
Talisman Centre
London Drugs
RCMP Victim Services
University of Calgary
Canadian Mental Health
Corrections Canada

A Partnered Approach

Safe & Sound builds key alliances with other safety specialists and consulting firms in order to provide clients with the highest quality and range of services. Additional components which are available include

- Restraint & Control
- Handcuffing
- Drug Education
- Advanced Conflict Management

What people are saying about our program:

If you have any doubts or fears about whether you can create your own safe space, you need to take this program.

–Cindy Kaufman, Brookfield Properties, Calgary

Good solid program, a must for people dealing with threatening people/situations.

–Leo Touchette, AEUB Red Deer

Empowering. I didn't think I had it in me to protect myself. Now I know I can.

–Vicki Ebbert, Office of the Public Trustee

Safe & Sound is a great company designed to empower & create awareness regarding safety.

–Calgary & Area Child and Family Services

Anyone would benefit from this course regardless of their job.

–Calgary Stamped

This course gives you the confidence to live your life day to day safely.

–Caitlin Clow, Worker's Compensation Board

Do not wait to find out from a real life attack.

Safe & Sound gives you a plan so you are ready & know you can survive.

–Bonnie Knight, Calgary Board of Education

How do I Book This Course?

Safely Managing the Difficult Client is custom designed for your workplace. Call Safe and Sound to arrange for a consultation at (403) 216-7000 or email us at info@safeandsound.ca

Presented by

