



Australian Government

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to appropriately and safely manage customers who are disrespectful, aggressive or abusive.

It applies to individuals working in customer service roles in a diverse range of industry sectors and business contexts. They may operate independently or under supervision and guidance from others, and within established organisational policies and procedures. It predominantly applies to retail industry work environments with high levels of customer contact.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Customer Engagement

Unit Sector

Cross-sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Identify potentially disruptive customers.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Monitor customer behaviour to identify signs of potential customer disruption.

1.2 Use questioning and active listening to identify possible causes of disruptive customer behaviour.

1.3 Indicate willingness to assist in resolution.

1.4 Refer to organisational policies and procedures and signage

where applicable to explain processes to customer.

2. Implement actions to defuse and de-escalate potential conflict.

- 2.1. Recognise emotional contagions and their impact.
- 2.2. Maintain a calm, respectful and polite manner when interacting with customers.
- 2.3. Provide explanation, assistance or alternatives to address cause of customer issue.
- 2.4 Display and maintain empathy for customer to demonstrate understanding of situation and impact on the customer in order to defuse and de-escalate potential conflict.

3. Manage disrespectful, aggressive or abusive customers.

- 3.1. Use appropriate strategies to respond to customers displaying disrespectful, aggressive or abusive behaviours.
- 3.2. Identify customers who should be refused service or ejected and action in a professional manner.
- 3.3. Promptly identify and act on situations that pose a threat to the safety of self, others or property.
- 3.4. Terminate conversation or encounter if resolution is not possible.
- 3.5 Refer situations beyond the scope of own job role and responsibility to supervisor or other relevant parties as required.

4. Document and report incident

- 4.1. Comprehensively document incident according to organisational policies and procedures.
- 4.2 Obtain statements and contact details from witnesses to the incident where appropriate.
- 4.3 Provide report to supervisor according to organisational policies and procedures.
- 4.4 Identify alternative approaches for affected staff and the organisation to avoid or mitigate similar incidents in future.

5. Manage the personal impacts of disrespectful, aggressive or abusive customer behaviour.

- 5.1 Use a process of self-reflection to identify physical, mental and emotional impacts of the incident on self.
- 5.2 Undertake de-briefing procedures with supervisor following the incident.
- 5.3 Use appropriate techniques to respond to physical, mental or emotional impacts of the incident.
- 5.4 Recognise signs of mental and emotional impacts on self that require professional counselling and seek appropriate support.
- 5.5 Use a process of self-reflection to identify personal response strategies that could be used in future to protect own wellbeing.

Foundation Skills

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">interpret and understand organisational policies and procedures.
Writing skills to:	<ul style="list-style-type: none">document incident reports comprehensively.
Oral communication skills to:	<ul style="list-style-type: none">explain organisational policies and procedures to customers.build rapport with customers to assist in defusing disruptive behaviour.
Problem-solving skills to:	<ul style="list-style-type: none">interpret customer issues and offer appropriate solutions or alternative options.
Teamwork skills to:	<ul style="list-style-type: none">engage more appropriate members of the team to assist in resolving customer issues or dealing with customer behaviour.
Self-management skills to:	<ul style="list-style-type: none">identify impacts of customer-related events on own confidence and wellbeing and take action to restore good health.

Unit Mapping Information

UNIT MAPPING INFORMATION	No equivalent unit.
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Links

Companion Volume Implementation Guides - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>