



Australian Government

SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour.

Release: 1

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Modification History

Release 1. SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour. New unit. No equivalent unit.

Application

This unit describes the performance outcomes, skills and knowledge required to manage incidences of disrespectful, aggressive or abusive customer behaviour escalated by front-line workers, support the wellbeing of workers following an incident of disrespectful, aggressive or abusive customer behaviour and oversee the implementation of environmental strategies to reduce the risk of customer disrespect, aggression and abuse.

It applies to individuals working in supervisory roles in front-line customer service in a diverse range of industry sectors and business contexts. They operate with independence and under limited 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

SIRXCEG008 Manage disrespectful, aggressive or abusive customers.

Competency Field

Customer Engagement

Unit Sector

Cross-sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement environmental strategies to reduce	1.1. Confirm staff understanding of policies and procedures relating to customer service and responses to disruptive customer behaviour.

risk of disrespectful, aggressive or abusive customer behaviour.	1.2. Observe the work environment to maintain situational awareness and identify sources of risk to staff, customers, property or premises. 1.3. Use clear, legible signage to provide information and instruction to staff and customers. 1.4. Monitor staffing levels and flow of customer traffic and anticipate and address occurrence of customer queuing or delays. 1.5. Confirm customer service and other equipment is in good working order and report faults according to organisational policies and procedures.
2. Respond to incidence of disrespectful, aggressive or abusive customer behaviour when escalated.	2.1. Monitor staff interactions with customers to anticipate and identify potential situations of disruptive customer behaviour and respond proactively, according to organisational policies and procedures. 2.2. Identify situations where personal safety of staff or customers may be threatened and seek assistance. 2.3. Respond promptly when an incidence of disruptive customer behaviour is escalated by a staff member. 2.4. Use active listening to establish and agree on the nature and details of conflict with all parties and indicate willingness to assist in resolution. 2.5. Use communication styles that take into consideration social and cultural differences. 2.6. Address situation and provide resolution within the scope of own role and organisational policies and procedures. 2.7. Comprehensively document incident according to organisational policies and procedures.
3. Support wellbeing of staff.	3.1. Undertake de-briefing procedures with staff member following incidence of disruptive customer behaviour. 3.2. Communicate with staff in a professional manner that displays empathy and provides validation. 3.3. Identify signs of mental and emotional impacts of incident on staff member and implement techniques to respond. 3.4. Provide staff member with information and referral options regarding services to support their wellbeing. 3.5. Follow up with staff member regarding ongoing wellbeing and respond to behavioural signs of reduced wellbeing. 3.6. Maintain privacy and confidentiality of information relating to staff wellbeing according to organisational policies and procedures.
4. Promote staff morale and empowerment.	4.1. Lead by example, demonstrating high standards of personal performance and behaviours reflective of organisational

	values. 4.2. Create a supportive team environment where all staff feel valued and respected. 4.3. Promote an environment in which team members are empowered to achieve high standards of performance. 4.4. Determine staff motivators and seek opportunities to improve motivation. 4.5. Mentor staff members to develop and use skills in managing disruptive customer behaviour and own responses. 4.6. Provide feedback to staff members in a constructive and supportive manner. 4.7. Recognise staff performance and facilitate opportunities for continuing development.
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Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret and understand organisational policies and procedures.
Oral communication skills to:	explain organisational policies and procedures to staff and customers.
Problem-solving skills to:	interpret customer issues and offer appropriate solutions or alternative options.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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