

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Crisis Negotiation and De-escalation Skills

5 days | Classroom training | English

SMART HORIZON

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https://smarthorizon.uk



Course content

Why attend

Tense situations with aggressive, distressed or threatening individuals require calm and skilled responses. This course develops de-escalation and crisis negotiation skills, including understanding conflict and emotions, active listening, verbal and non-verbal techniques, managing personal safety, and post-incident support.

Effective de-escalation prevents harm and protects staff and the public. This course gives practical skills for frontline and managerial staff.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses role plays, scenario practice, video analysis and debriefs.

Course objectives

By the end of this course, participants will be able to:
• Understand the dynamics of conflict and crisis behaviour
• Recognise warning signs of escalation
• Apply active listening and verbal de-escalation
• Use non-verbal communication and positioning safely
• Negotiate in high-tension situations
• Support staff and learn after incidents

Target audience

This course is suitable for:
• Frontline customer service staff
• Security personnel
• Healthcare and social care workers
• Managers and supervisors
• Public sector staff



Course content

Target competencies

Participants will develop competencies in:

- Conflict awareness
- Escalation recognition
- Active listening
- Verbal de-escalation
- Personal safety
- Post-incident support

Course outline

Day 1: Understanding Conflict

09:00–09:54	Conflict dynamics
09:54–10:48	Emotions and stress
10:48–11:00	Triggers
11:00–11:30	**Coffee break**
11:30–12:12	Triggers (continued)
12:12–13:06	Personal responses
13:06–14:00	Exercise: Escalation signs

Day 2: De-escalation Techniques

09:00–09:54	Active listening
09:54–10:48	Calming language
10:48–11:00	Empathy
11:00–11:30	**Coffee break**
11:30–12:12	Empathy (continued)
12:12–13:06	Setting boundaries
13:06–14:00	Practice: De-escalation drills



Course content

Day 3: Non-Verbal and Safety

09:00–09:54	Body language
09:54–10:48	Positioning
10:48–11:00	Dynamic risk assessment
11:00–11:30	**Coffee break**
11:30–12:12	Dynamic risk assessment (continued)
12:12–13:06	Exit strategies
13:06–14:00	Practice: Safety scenarios

Day 4: Crisis Negotiation

09:00–09:54	Negotiation stages
09:54–10:48	Building rapport
10:48–11:00	Influence
11:00–11:30	**Coffee break**
11:30–12:12	Influence (continued)
12:12–13:06	Team roles
13:06–14:00	Role play: Crisis negotiation

Day 5: After Incidents

09:00–09:54	Reporting
09:54–10:48	Debriefing
10:48–11:00	Staff support
11:00–11:30	**Coffee break**
11:30–12:12	Staff support (continued)
12:12–13:06	Learning
13:06–14:00	Capstone: Scenario assessment

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,650.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,540.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Singapore Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,820.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**£3,150.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,650.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Barcelona Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,840.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,450.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,860.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
Amsterdam Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,540.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.-**
Vienna Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,940.-**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.-**
Singapore Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,820.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.–**
Dubai Confirmed dates	10 May 2027	14 May 2027	**£3,150.–**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.–**
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**£2,650.–**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.–**
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**£1,890.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.-**
Paris Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,860.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,650.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.-**
Amsterdam Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,540.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.-**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,450.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,820.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**£3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,450.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,860.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.–**
Istanbul Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,650.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**
Amsterdam Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,540.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	29 Nov 2027	3 Dec 2027	**£2,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,250.-**
Singapore Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,820.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
London Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,450.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online