





# **Defusing Hostility Needs Assessment**

If you have worked with difficult customers before, you've probably already developed some good skills, and we'll be working to expand

*Robert Bacal*

1. Think about a specific hostile situation that you have faced. Choose a situation that you would like to

2. With respect to the situation you have described, what was the toughest, most frustrating, or

3. List any questions you might have about dealing with hostile clients/members of the public? In other

4. Generally, what are your hostile clients doing? Are they making threats, being insulting, making

5. What would make the seminar useful to you? What would you like to learn?