

From Tension to Trust

De-escalation training for Health Care Professionals

A hands-on, experiential workshop equipping staff with practical communication approaches to manage stressful patient interactions and improve outcomes.

Why it Matters

- Frontline staff face the brunt of patient frustration
- International research shows nearly half of upheld primary care complaints involve reception staff
- Poorly handled conversations fuel burnout, ED presentations and poorer outcomes
- Cumulative stress becomes a safety risk and drives turnover
- Receptionists average just one year in role, costing organisations recruitment, training, lost productivity, compensation, and leave



Immediate workplace transfer



4.9–5.0/5.0 Participant Ratings



Real-world relevance

Why Serious Woo?

- Experiential practice with professional actors
- Safe space to rehearse high-pressure conversations
- Practical tools to use at work and home
- Focus on psychological safety and self-management

- “The workshop made me more self-aware of how I respond to complaints.”
- “It was more active than I expected (in a good way).”
- “It was a safe place to practise and see how others respond”

-Participant Feedback



Serious Woo is an Australian leader in experiential learning, with workshops that give staff practical steps to apply new communication approaches and embed them in everyday workplace settings.



Participants will practice

- Recognising stress responses in self and others
- Emotional regulation and calm
- Communication tactics that support de-escalation
- Exploring the difference between uncomfortable vs unsafe
- Practice with professional role play actors



Delivery Options

- 3 Hour In Person Workshop - up to 30 participants
- 3 Hour Online Workshop - up to 20 participants
- Online Conversation Practice Labs 60 minutes 10 participants
- Team Days and Conference Demonstrations available



Ideal For

- Allied health practitioners across all disciplines
- Clinical and non-clinical staff working in patient or client-facing roles
- Teams wanting shared tools, language, and strategies to respond effectively when situations become tense

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