

Social skills and dealing with aggression Target group and

admission requirements

This course is compiled for professional drivers in the various industries. The purpose of the training is to give drivers tools to perform their daily duties in a safer and more efficient manner. They also learn how to deal with stressful situations and/or aggression in the workplace.

Global curriculum

Theory covers:

- Verbal and nonverbal communication
- Feedback techniques
- Conflict and stress management
- Types of aggression
- Characteristics of aggressive behavior
- Fighting aggression
- Skills to deal with aggression.
- Consequences of aggression in the workplace

The practical part covers:

- Giving and receiving feedback
- Conflict and stress management

General information

Duration of training	1 day, including the exam. Training locationEvery V-TAS location or in company
Number of students	1 to 8 at open enrollment at one of the V-TAS locations 8 per instructor - per vehicle in company
Start date	You can find this on our website in our calendar www.vtas.com or inquire with one of the staff members at V-TAS. You can reach us at +31 497 360305. If a suitable date is not scheduled, a suitable solution can always be found by mutual agreement .
Code 95 continuing education	hours7 hours
Subsidy possibilities	V-TAS is recognized by: SOOB - OOM - Colland - KMO-Portefeuille

Learn more

For more information, tailored advice, a quotation, a registration or for all your other questions, please contact one of our specialists. They will be happy to help you make the right choice or provide you with the correct and up-to-date answers to your questions if you wish.

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For general information, we invite you to visit our website [at www.v-tas.com](http://www.v-tas.com).