



Kari Chiappetta

Consulting Inc.

Customized Facilitation,
Training and Staff Development Services

CALM • CLEAR • CONFIDENT

Professional Skills for Front-Facing Staff

Front-facing staff often manage complex conversations with clients and customers. This practical workshop provides clear tools to communicate with confidence, manage conflict, and remain calm during challenging interactions.



PROFESSIONAL COMMUNICATION:

Use the CARE Model and a 4-Step Conflict Framework to guide difficult conversations.



DE-ESCALATION TECHNIQUES:

Lower emotional intensity using tone, pacing, validation, and clear choices.



STRESS REGULATION:

Recognize personal stress responses and apply quick reset strategies.



HEALTHY BOUNDARIES:

Support others with empathy while maintaining professionalism and balance.

Get in touch!



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