The Art of De-escalation
Enhancing Safety through Awareness and Communication
9:00am-4:00pm

Description: When things start to escalate, our responses can either de-escalate the situation or increase the escalation. This course will provide participants with strategies for maintaining a calm internal state during challenging situations, utilize experiential exercises to create safe physical space and improve awareness of surroundings, and provide a framework for preventing escalations through understanding verbal and non-verbal communication, identification of stress triggers, early warning signs and effective interventions to decrease the risk of violence and trauma for staff and consumers. Please dress comfortably and be prepared to participate in the exercises.

Learning Objectives:
• Become knowledgeable of therapeutic communication skills and verbal de-escalation
• Increase understanding in forming therapeutic alliance while maintaining safe, appropriate boundaries
• Enhance safety awareness and personal centering skills
• Increase ability to use prevention and early intervention skills to reduce further escalation