



De-escalation Training

It is important to realize that not every solution or technique works in all situations. The process of preventing conflicts from becoming more violent or worse is called de-escalation. There are many strategies that can be used to de-escalate conflict in its earliest stages. These strategies can also help you stop small behavioral issues from getting out of control. They involve identifying the risk and intervening quickly in a calm and controlled way.

This training will help employees understand de-escalation techniques and the stages of conflict escalate. It also teaches them how to avoid conflicts from escalating.

Course Overview

We will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help you teach participants to:

- Properly understand what de-escalation means.
- Know the best things to say or NOT to say in different common scenarios, and be likely to bring the right thing to mind at the right time.
- Learn the verbal and non-verbal techniques.
- Know what to do even in the 'worst case scenario' where they are being attacked.
- Learn the principles of right response and how to apply these to any person they encounter now or in the future.
- Know how to control yourself in dangerous situations.
- Learn safe options when managing agitated customers.

What is De-escalation

To begin the session, we will discuss what de-escalation is. Participants will learn what to say and NOT to say in different common scenarios.

Verbal and Non-verbal Techniques

This session will teach participants the different verbal and non-verbal techniques and how to apply these techniques to calm down someone who is upset or angry.

Principle of Right Response

In this session, participants will learn what right response is, their principle, and how to apply it.

The Worst Case Scenario

This session will cover some tips on how to control themselves in dangerous situations.

The Safe Options

Lastly, participants will learn some of the safe options to reduce agitation and risk violence in emergency situations.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

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