



De-escalation Training

Dealing with Conflict in a Calm and Controlled Manner

It's crucial to understand that not every solution or technique is suitable, for every situation. When it comes to preventing conflicts from escalating the process known as de-escalation plays a role. There are strategies that can effectively defuse conflicts at their initial stages. These strategies also prove helpful in managing issues before they spiral out of control. The key lies in identifying the risks and intervening in a composed and controlled manner.

This training aims to equip employees with an understanding of de techniques and the different stages through which conflicts escalate. It also provides them with insights on how to prevent conflicts from escalating

Course Overview

In the beginning of this session, we will take some time to get acquainted with the participants and discuss what will be covered during the workshop. Additionally, students will have an opportunity to establish their learning objectives.

This workshop is designed to help participants;

- Gain an understanding of de-escalation and its significance.
- Learn responses for scenarios knowing what to say (or not say) at the right time.
- Master verbal and nonverbal techniques for communication.
- Be prepared in worst case scenarios were personal safety's, at risk.
- Understand the importance of responding to individuals encountered presently or, in the future.
- Acquire skills to maintain self-control in situations.
- Gain knowledge, about strategies when dealing with customers.

What is De-escalation?

To kick off the session we will explore the concept of de-escalation. Participants will learn how to navigate scenarios by understanding what to say and what not to say.

Verbal and Nonverbal Techniques

This segment focuses on teaching participants a range of nonverbal techniques. They will discover how these techniques can be applied effectively to calm down individuals who're upset or angry.

Principle of Right Response

During this session participants will delve into the principle of response. What it entails and how to put it into practice.

The Worst-Case Scenario

This part covers tips on maintaining control in situations.

Safe Options

Lastly participants will learn about options that can help minimize agitation and mitigate violence during emergency situations.

Workshop Wrap Up

At the conclusion of the day's activities participants will have the opportunity to ask questions and formulate an action plan.

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