

De-escalating Volatile Situations

Verbal flare-ups and belligerence have become common workplace occurrences. Today companies face increasing, internal and external, problems of aggressive behavior and excessive over-reactions to minor inconveniences. These issues are increasingly exacerbated by heightened senses of offense and entitlement. This program will help your employees deal more effectively with aggressive behavior and violent outbursts.



The 4-hour course is designed to give your workforce the confidence needed to deal effectively with the aggressive and challenging behavior of others. It teaches effective de-escalation techniques that are critical to violence prevention and increased safety, morale, and customer satisfaction.

Training Outline:

- Situational awareness and aggressiveness in the workplace
- Recognizing behavioral warning signs
- Body language and Micro-expressions
- Maintaining a calm, professional, and respectful attitude
- Professional distance, and unbiased stances
- Antagonizing and disrespectful staff actions and responses
- Improving listening, questioning and empathy skills
- Calming hostile behavior and outbursts
- Determining when to intervene
- Handling internal anxiety and fears during crisis
- Proactive control measures; maintaining control of the situation

Staff participation activities:

- Remaining in control in the face of aggressive behavior
- Controlling body language, voice and the use of space to exert a positive influence
- Identifying the use of assertive techniques in being able to challenge inappropriate behavior and gain compliance with your requests

Prerequisites: None

Learning Outcomes:

At the end of the course, participants will demonstrate competencies in recognizing and proactively countering aggressive behavior. The participant will have increased confidence in their ability to recognize potential threats; maintain situational control, and defuse aggression and de-escalate situations.

BENEFITS:

- Improved safety of staff
- Increased confidence of staff in dealing with aggression and violence
- Reduced risk of litigation

Certification:

Certificate of Completion

Continuing Education Credits: 0.5 CEUs

Who Should Take this Course?

Managers, staff, and employees that deal with the public on regular basis.