

Taking the Initiative - De-escalating Volatile Situations

Verbal altercations are common workplace occurrences that often lead to acts of violence. Today companies face increasingly aggressive behavior and excessive over-reaction to minor annoyances among the workforce and the public. Issues that are often exacerbated by feelings of entitlement and those seeking reasons to be offended. This program helps employees deal with aggressive behavior and rising conflict.

The course provides your staff with the confidence needed to deal effectively with the challenging behavior. It introduces effective de-escalation techniques to help modify aggressive behavior and resolve conflicts.



This program is presented as Part 6 of the **ASSIST**¹® training series, or as an independent session.

Training Outline:

- Situational awareness and aggressiveness in the workplace
- Recognizing behavioral warning signs
- Body language, micro-expressions, and trigger words
- 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
- Identifying set-ups and determining when to exit or intervene
- Handling internalized anxiety and fear during crisis
- Proactive control measures; maintaining control of the situation

Participation activities:

The attendees participate in exercises designed to reinforce techniques and increase confidence.

Prerequisites: None

Learning Outcomes:

At the end of the course, participants will be able to better recognize and counter aggressive behavior. Participants will have increased confidence in their ability to recognize threats, gain situational control, and de-escalate volatile encounters.

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: 5 CECs

Who Should Take this Course?

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