

De-escalation: Grace under Fire!

Effective Communication Strategies to Calm Angry Individuals

Tuesday, May 9, 2006

8:30am – 4:30pm

LaQuinta Hotel and Conference Center | 1425 East 27th Street | Tacoma WA 98901

It is a tragic fact that increasing numbers of people in our society choose aggression or even violence either to fulfill their wishes or in an attempt to alleviate their anger and sense of grievance. Customers at a variety of work settings become threatening. Co-workers or employees intimidate or even resort to violence, these problems are compounded by substance abuse or mental illness. Aggressive behavior often seems to occur with no advanced warning or understandable reason; because of this, many people go to work with a sense of dread.

The fear and uncertainty that can be generated throughout a work site when it is faced with frightening individuals can have devastating effects on staff morale.

These trainings will improve staff ability to:

- prevent emotional distress and burnout
- improve relationships between administration and frontline workers
- improve teamwork among administrators and staff in handling high intensity, threatening individuals.

Specific topics to be addressed can include:

- verbal de-escalation techniques
 - recognition of patterns of behavior associated with alcohol or drug intoxication, and methods of de-escalation appropriate to individuals in such conditions
 - basic understanding of behavioral patterns of people with mental illness
 - use of spacing, stance, vocal tone and the eyes to calm an individual or establish control
 - physical evasion and protective tactics during attacks
 - handling of complaints and grievances
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TRAINER - Ellis Amdur, M.A., N.C.C., C.M.H.S

WORKSHOP FEE

Fee of \$120 includes snacks, lunch and all materials

REGISTER ONLINE TODAY!! *(space is limited)*

To register online, go to:

www.learningconnections.org/clc/workshops/2006/de_escalation/may_9/flier.htm

FREE CLOCK HOURS / CEUs

Free Clock Hours are available after the workshop.

Participants can register for Highline Community College **Continuing Education Units (CEUs)** Before starting a course. The cost is \$10 per course. Participant should call Extended Learning at (206) 870-3785 to apply.

SLEEPING ROOMS

Rooms available at the single/double rate of \$71 (plus tax).

Please call (360) 724-7777 and mention the De-escalation: Grace Under Fire workshop to receive this rate.

A project of



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CONTACT

For more information about this workshop, contact **Jan Palmer** at (206) 870-5912 or E-mail: jpalmer@highline.edu