

Center for Learning Connections presents....

## De-Escalation: Grace Under Fire

Thursday, August 26, 2010 | WorkSource Yakima | 306 Division Street, Room 1 | Yakima WA, 98902

### *Effective Communication Strategies to Calm Angry Individuals*

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

**TRAINER** - ELLIS AMDUR, M.A., N.C.C., C.M.H.S.

#### **CONTACT**

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#### **WORKSHOP FEE**

Fee of \$95 lunch on your own

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

To register online, go to:

[www.learningconnections.org/clc/workshops/2010/aug26/](http://www.learningconnections.org/clc/workshops/2010/aug26/)

#### **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.