

Center for Learning Connections & the Non-Profit Staff Development Coalition present...

De-Escalation: Grace under Fire

April 26, 2012 | 9:00am - 4:00pm | 2100 Building | 2100 24th Ave. S. | Seattle, WA 98144

Effective Communication Strategies to Calm Angry Individuals

Aggression and violence touches all areas of society, and we can no longer have any illusions that the schools or social service agencies are a sanctuary.

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. On occasion, the aggressive individuals are not customers or clients, but co-workers or employees. 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.

Grace Under Fire will present information for the purpose of:

- Preventing emotional distress and burnout
- Improving relationships between administration and those involved in direct service with students, clients or customers
- Calming and de-escalation with aggressive individuals
- Recognition and effective communication with mentally ill or drug intoxicated individuals
- Use of spacing, stance, the eyes and voice to calm an individual or establish safety

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

Julie Jacob
julie.jacob@edcc.edu

Workshop Fee

\$110 (\$100 for staff of NPSDC member organizations).
Lunch on your own.

To Register Online, visit

www.learningconnections.org/clc/workshops/2012/apr26

CEUs & CLOCK HOURS

Workshop certificate documents hours of instruction toward
Continuing Education Units.

Clock-hour forms are available free upon completion of the
workshop.