

Back by popular demand!!

The King County Non-Profit Staff Development Coalition Project presents....

Effective De-escalation Skills

Wednesday | April 13, 2005 | 8:30am – 4:30pm

Location: Safeco South Jackson Street Center | 306 23rd Ave. S., Suite 200 | Seattle WA 98144

This workshop will help participants understand the different levels and types of aggression. Participants will then learn and practice different approaches to effectively diffuse aggressive situations and communicate with aggressive customers and/or co-workers, either face-to-face or over the phone.

Plan to:

- Recognize patterns of behaviors associated with substance abuse and mental illness.
- Utilize communication methods best suited to people displaying these behaviors.
- Learn the use of spacing, stance, vocal tone and the eyes to calm an individual or establish control.
- Learn verbal de-escalation techniques for both angry and enraged individuals.
- And more!

"The knowledge and skills gained from this training increased my awareness of behaviors of aggression and methods to de-escalate more effectively"

"Great workshop - very engaging, excellent trainer - vital information"

Trainer: Ellis Amdur M.A., N.C.C., C.M.H.S

WORKSHOP FEE

Coalition Member Organization

- \$60.00 per participant [for 1-2 staff from the same organization]
- \$50.00 per participant [for groups of 3-5 from the same organization]
- \$45.00 per participant [for groups of 6 or more from the same organization]

Non-Member Organization

\$75.00 per participant

Lunch will be on your own

Continuing Education Units/Clock Hours

Participants can register for Highline Community College **Continuing Education Units (CEUs)** BEFORE starting a course. The cost is \$10.00 per course. Participants should call Extended Learning at 206-870-3785 to apply. For **Free Clock Hours**, available at the workshop.

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

To register online, go to: http://www.learningconnections.org/coalition/workshops/april_13_2005

CONTACT

For more information about this workshop, contact
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A project of

