

Non-Escalation, De-Escalation, and Crisis Management

TARGET AUDIENCE

This program is intended primarily for contact professionals— individuals who spend the vast majority of their time directly interacting with the general public or their organization’s clients (e.g., staff in such disciplines as healthcare, behavioral health, security, social services, home visitation, education, hospitality, customer service, transit, and law enforcement). It is also for organizational teams impacted by workplace and/or lateral violence.

SUMMARY

The focus of this training is on predicting and preventing conflict (non-escalation), reducing challenging behaviors before they become violent (de-escalation), and interacting with people who have lost their ability to make safe decisions and control their behavior due to cognitive challenges or mental illness (crisis management).

Supplemental training programs include *Positive Behavior Management for People With Cognitive Challenges and Mental Illness*.

PROBLEMS ADDRESSED

- Gateway behaviors to violence (i.e., disrespectful or threatening actions)
- Questioning or refusing requests
- Verbal confrontations and anger
- Threats to emotional or physical safety
- Inability to cope due to situational crisis, cognitive challenges, or mental illness
- At-risk behaviors that could result in harm to self or others

BENEFITS

Organizational

- Enhanced customer satisfaction
- Improved client outcomes
- Decreased risk and liability
- Protected reputation
- Less absenteeism and turnover
- Fewer workers compensation claims

Team

- Increased workplace safety
- Improved productivity and morale
- More confidence in managing conflict
- Better personal relations
- Reduced lateral violence/bullying
- Less conflict avoidance



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LEARN HOW TO

- Identify gateway behaviors that can be a precursor to violence
- Recognize threat indicators that may compromise safety
- Engage with others in ways to maximize safety without unnecessary escalation
- Resolve refusals and de-escalate verbal confrontations
- Stay safe and promote recovery in crisis situations
- Recognize when verbal methods have failed and it is necessary to take further action
- Take appropriate action when aggression or violence compromises safety
- End interactions better than they started and with a positive foundation for future contact
- Articulate the reasons for taking action

