



Deescalating Potentially Violent Situations



Overview/Description:

Violence can occur in any almost context; at work, at home or in public venues. Certain occupations can expose employees to increased risk of violence. It is important to recognize the signs of impending violence and to learn communication skills to de-escalate an emotional situation and defuse risk of violence. This training will cover the sequence of events which often lead to violence, common mistakes that contribute to escalation, and how to intervene effectively. This course will contain practice vignettes to allow participants to apply de-escalation skills.



TARGET AUDIENCE:

ANYONE CONCERNED ABOUT ENCOUNTERING POTENTIALLY VIOLENT SITUATIONS



EXPECTED DURATION:

45-60 MINUTES



Workshop Objectives:

At the end of this workshop, you will be able to:

- Understand the most common causes for violence
- Know the sequence of escalation leading violence
- Recognize common mistakes that escalate the risk for violence
- Be familiar with strategies to de-escalate volatile emotions
- Understand the importance of processing violent and “near-miss” violent episodes afterward