



DE-ESCALATING VIOLENCE

"Nonviolence is a powerful and just weapon. It is a weapon unique in history, which cuts without wounding and ennobles the man who wields it." -Martin Luther King Jr.

This training course will provide you with the skills to de-escalate volatile situations quickly and effectively. Participants will learn how to recognise early signs of tension, use positive language, remain calm, and establish safe boundaries. Additionally, we'll discuss strategies for responding to physical threats and threats of violence. You'll also gain practical knowledge about how to manage and prevent aggressive behavior from escalating. This course is ideal for employees (particularly frontline staff) seeking to protect themselves or colleagues in high pressure environments.

Key Course Content:

- Identify the warning signs of a potential violent situation
- Develop strategies to de-escalate and prevent violence from occurring.
- Learn to recognise verbal and nonverbal cues that signify an intensifying situation.
- Understand effective communication techniques to help de-escalate a volatile situation.
- Reflect on the phrases that you use under pressure
- Utilise appropriate interventions for dealing with different types of aggression.
- Practice active listening skills to better understand the other person's perspective.
- Learn the design of a strategic withdrawal.
- Discuss responses to drug and alcohol affected people
- Discuss the 3 things you should never ever do



Target Audience:

The course can be tailored to the group. This course is very popular with frontline staff. And also, with health care & regulatory employees who make domestic visits



Duration:

This course is available as a 1-day course or a truncated ½ day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.