



De-escalation Fundamentals



Self-paced, online training. Accessible anytime, anywhere.

Tense interactions can sometimes turn into major conflicts.

Knowing how to use the right combination of strategies, techniques, and methods to de-escalate a situation can turn down the heat and allow for a reset.

This introductory course helps equip you to reduce conflict in your workplace interactions.

LEARN HOW TO:

1. Recognize the factors that may contribute to an escalating conflict
2. Identify the triggers that may shape your response in tense situations
3. Understand the phases of escalation and the most appropriate response for each phase
4. Use self-awareness and self-management to guide your response to escalating situations
5. Learn the RESPECT model for de-escalation

SESSION DETAILS:

- 30-minute self-paced eLearning course
- Dynamic, interactive format
- Participants receive a certification upon completion of the course
- Participants can replay sections to reinforce knowledge and learning
- User-friendly platform, accessible 24/7 on mobile and desktop

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers