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Non-Profit Staff Development Coalition (NPSDC) Workshop
<http://learningconnections.org/non-profit-staff-development-coalition-project>

DE-ESCALATION: Grace under Fire

Effective Communication Strategies to Calm Angry and Aggressive Individuals

Tuesday | July 18, 2017 | 9:00 am – 4:00 pm
The 2100 Building | 2100 24th Ave. S. | Seattle, WA 98144

Aggression and violence touch all areas of society, and we can no longer have any illusions that the social service agencies, businesses or schools are a sanctuary.

It is a tragic fact that increasing numbers of people choose aggression or even violence either to fulfill their wishes or in an attempt to alleviate their anger and sense of grievance. On occasion, the aggressive individuals are not customers or clients, but co-workers or employees. These problems are compounded by substance abuse or mental illness. Aggressive behavior often seems to occur with no advanced warning or understandable reason. Because of this, many people go to work with a sense of dread.

Specific topics to be addressed include:

- *verbal de-escalation techniques;*
- *recognition of patterns of behavior associated with people who are emotionally dis-regulated, whatever the cause, and methods of de-escalation appropriate to individuals in such conditions;*
- *basic understanding of behavioral patterns with mental illness;*
- *use of spacing, stance, vocal tone and the eyes to calm an individual or establish control.*

This workshop will present information for the purpose of:

- Calming and de-escalation with aggressive individuals
- Recognition and effective communication with mentally ill or drug intoxicated individuals
- Use of spacing, stance, the eyes and voice to calm an individual or establish safety
- Preventing emotional distress and burnout.

TRAINER: ELLIS AMDUR M.A.

WORKSHOP FEE

Coalition Member Organization

\$100 per participant *[for 1-5 staff from member organization]*
\$90 per participant *[6 or more staff from member organization]*

Non-Member Organization

\$149 per participant

CONTINUING EDUCATION UNITS & CLOCK HOURS

Continuing Education Units: workshop certificate documents hours of instruction

Clock-Hour Forms: available free upon completion of the workshop

A project of



REGISTER ONLINE TODAY ! *Space is limited!*

To register online, visit: www.learningconnections.org/non-profit-staff-development-coalition-project/event/160

For more information, contact: Anna McCain; phone 425-640-1424; email anna.mccain@edcc.edu