



De-Escalation

How to navigate emotionally charged discussions

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At times, all of us may have the potential to interact with someone who is upset or aggravated, or we ourselves may become these things. De-escalation training can help navigate these challenging situations by providing you with tools to stay calm, maintain control of the situation and ask questions to help resolve the issue without incident, or until someone else can assist. De-escalating a situation can also help reduce the potential for violence. With training and practice, we can hone our communication techniques and use these crucial skills to navigate the challenging process of having an emotionally charged discussion. Things you will learn in this course are:

- Control of self, environment, and others
- Learning techniques to defuse hostile situations
- The basics of communication (Active Listening, body language, non-verbal communication, etc.)

May 10

10am-12pm

WHERE

Anywhere via
Online Webinar

PRICE

Member Price: \$50*

Non-Member

Price: \$100

REGISTER HERE

Registration closes on April 28, 2023

Have a question or scenario you want answered during this training regarding De-Escalation?

Or a relevant topic that you need tips or advice on? Email them to

LEIRAWA@outlook.com

*Must be logged into LEIRA Member Profile to receive Member Price