

## Deescalating Potentially Violent Situations

### Training Overview

**Description:** For those who work in an environment where there is potential for violence, it is important to develop the skills needed to defuse dangerous situations. This Training is designed to teach people to de-escalate potentially violent situations through *assertiveness and interpersonal communication*. The training will explore how anger and violence interplay, including opportunities for self-assessment of personal communication styles. Participants will develop a clear understanding of how to assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.

#### **Some of the Topics Included**

- The Physical Violence Spectrum
- Rating Your Workplace Risk Levels
- Anger Cycle and Escalation
- Anger Styles Assessment Questionnaire
- Warning Signs of Potential for Violence
- The Aggression Defusing Process
- Approaching, Containment, and Problem-Solving Strategies
- When and How to Disengage
- Special Considerations for Unique Situations
- Addressing Enablers of Violence

## **Target Audience**

This is an introductory-intermediate level training intended for anyone wanting to learn more about violence and interpersonal strategies useful in de-escalating the imminent threats of violence.

## **Method of Delivery**

Live Webinar Presentation, video, case study exercises, experiential practice, and large & small group discussions.

## **Learning Objectives**

At the end of this workshop, participants should be able to:

- Understand the role of anger in violent incidents
- Identify their own styles of interaction
- Describe a framework for defusing potentially violent situations
- Identify potential risk factors
- Apply the principles learned to their own environment

***This Certificate Training is delivered by CL&D Crisis & Trauma Resource Institute  
Facilitator Mahlikah Outten.***