

## De-escalating Aggression & Violence IN WORKPLACE ENVIRONMENTS



If someone in your workplace became disruptive or even violent  
what would you do?

Through this course you will learn...

- ❖ How to assess the potential for violence.
- ❖ How to take control of an out-of-control situation.
- ❖ How to feel calm and confident – instead of fearful and confused.
- ❖ How to promote workplace safety and protect human dignity.
- ❖ How to change a negative situation into a positive opportunity.
- ❖ How to evade a physical attack

**Feel Safe  
At Work**

For those who are working in environments with potential for violence, it is vital that employees learn to respond with the skills of de-escalating volatile situations. Your first response will make all the difference!

LOCATION:	_____
DATE:	_____
TIME:	_____
COST:	_____