



TESTIMONIALS

What participants have to say:

- Instructor was knowledgeable and had a good sense of humour, He kept my attention which made for an excellent course.
- It was practical for anyone who would be confronted with situations that may become violent.
- Funny, lighthearted, and comfortable course to be in.
- I found this course to be beneficial as well as informative for crisis intervention. Instructor was confident and was a great teacher! Thanks!
- I really liked the way the Instructors took the time to explain everything and also took the time to answer everyone's questions and show everyone how to do evasive moves.
- Loved it! I now feel confident in handling escalating situations.
- This course will help me in ways that will make my job easier and my work more professional.

WHY DAV?

- This important course teaches a clear understanding of human behavior, **early intervention and de-escalation** skills for potentially violent situations.
- Workplace violence is on the rise as we deal with bullying, **verbal and physical abuse** from other employees and clients.
- Employees encounter verbal violence on a regular basis which decreases staff moral, and increases staff turn-over without training to **react professionally**.

You will learn and practice evasion and self defense techniques to keep yourself safe anywhere!

TRAINING FOR

the beginner, intermediate or advanced practitioner...

Front Desk Staff
 Health Care Workers
 Teachers
 Municipal Employees
 Public Works Employees
 Retail Environments
 Pharmacies
 Financial Institutions
 Social Workers
 Human Services Field
 Recovery Centre Staff
 Homeless Shelter Workers
 Daycare Workers
 Customer Service & Administration
 Nursing Home Staff

...anyone who may deal with unknown & potentially violent individuals!

DAV COURSE TAUGHT BY



Shawn Hubert



De-escalating Aggression & Violence In Workplace Environments



Save on travel costs, with training in your local area!

BRING THIS TRAINING TO YOUR ORGANIZATION!

Call for a free online workplace risk assessment!

COURSE OBJECTIVES

The **DAV** Course is a comprehensive two-day program. When working with the unknown client we are always faced with the possibility of dealing with a crisis at any given moment. Although we can't prevent every crisis from occurring, there is much we can do in the ways of **prevention, preparation and skill development** to lower the risk of violent attacks happening.

This course is designed to help employers and employees process potential situations, equip themselves, and **lower risk and liability** for all involved. In turbulent times we must be prepared for the unexpected. We don't want to live in paranoia, so we believe in the best of people, but prepare for the worst.

This training is vital component on helping your organization **meet the Occupational Health and Safety Standards** in creating a healthy workplace. You will walk away with training on workplace violence, examples of policies, procedures, and reporting documents for immediate implementation.

Individuals will learn:

1. To **identify situations** which may incite a crisis individual to display violent behavior.
2. To de-escalate and/or **prevent violent behavior** from occurring.
3. To incorporate the most effective strategy using the least intrusive approach when **defusing a violent situation**.
4. To react in a professional and appropriate way to aggression that will **reduce anxiety, injury, and liability** for employees, owners, and clients.

***Unique, Interactive,
Intelligent, Valuable
and Fun Training!***

DAV COURSE OVERVIEW

De-escalation Techniques

- maximize your **communication skills**;
- increase your relationship building techniques;
- avoid power struggles;
- empower people to make positive choices;
- **stay calm** under pressure;
- create a win/win situation;

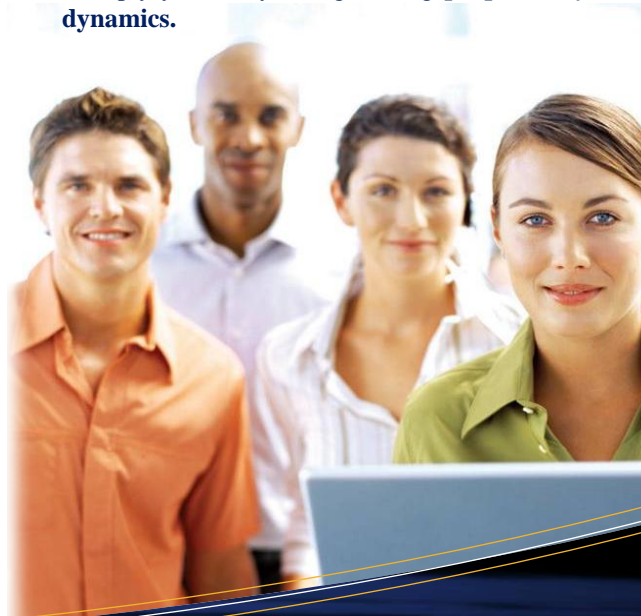


Avoid Physical Attacks

- read the signs of behavior escalation;
- creative avoidance techniques;
- unique and **safe defensive moves**,
- maximize your safety margin; and
- reduce bodily injuries to you and your customers.

Getting Free & Safe Escorting

- effective and **safe escapes**;
- releases from hair grabs, finger nail gouges, bites, chokes and holds, wrist grabs; and
- multiply your body strength using **proper body dynamics**.



CBMT Crisis & Behavior Management Training

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Online Registration!



www.crisisbehaviormanagementtraining.com

Costs:

Location:

DAV training lives up to its slogan,

**“We Hope for the Best,
but... We Prepare for the Worst.”**

Training may be **customized and tailored** to meet your needs.

Please contact CBMT for more information on other courses such as:

- Understanding Self-Harm
- Cultural Diversity Training
- Team Building with Multiple Staff
- Personality Discoveries and Implementation
- Principles of Success at Work and in Life.
- Understanding and Applying the Seven Habits of Effective People

Helping Your Staff Be Prepared, Empowered, and Safer

