

## De-escalation Techniques

The programme is designed for employees who are on the organisation's front line and could be exposed to conflict situations.

The programme makes staff aware of the causes of aggression and explores ideas on how to calm and reach a person whose behaviour is challenging.

### Programme objectives

By the end of this programme, delegates will be able to:

1. Explain the causes of anger and aggression
2. De-escalate a situation using calming approaches
3. Avoid becoming hooked into unproductive behaviours
4. Manage their own personal stress after an aggressive incident
5. Work within in-house policies on lone working and incident reporting.

### Further information

This is a very participative and engaging session that draws on the experience of participants.

There will be opportunities to explore previous incidents and to share practise.

**Duration:** Half day