

Developing De-escalation Skills

BACKGROUND:

De-escalation can be implemented by support staff to help diffuse potentially emotional and difficult situations. Attendees will become aware of risk assessment, triggers, escalation and communication skills including active and reflective listening.

TARGET GROUP:

This course is designed to offer training to managers, supervisors and staff who have direct contact with the public in roles that may involve customer service, supported housing, lone working, working with challenging individuals and other face to face encounters.

COURSE AIMS:

The aim is to offer skills and strategies to deal confidently, effectively and safely to de-escalate the confrontational situations and provide strategies to remove themselves from the conflict. The course will also provide guidance in regards to organisational policies and best practice.

LEARNING OUTCOMES:

1. Gain an awareness of Health and Safety at Work Act 1974 and Risk Assessment work regulations 1999.
2. Recognise the 'Assault Cycle' process and five associated phases.
3. Demonstrate effective de-escalation and reflective, active listening and non-verbal communication skills.
4. Awareness and appreciation of the role of proxemics in de-escalation.
5. Recognise the importance of reporting and recording incidents and near misses.

ORGANISATIONAL BENEFITS:

Promoting safe working practices in line with Health & Safety at Work Act 1974 and Management of Health & Safety at Work Regulations 1999, whilst valuing and empowering support staff to deliver quality support services.

This session can be fully tailored when being run in house to respond to existing organisational policies and procedures.

Costs: £700 + VAT for 12-14 people, at your venue

(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email info@steps-training.co.uk @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR