

Conflict De-escalation Introduction



**SAFETY'^N
ACTION**

**AXIOM
TRAINING**

With rising aggression toward frontline staff, it's crucial to equip them with practical skills for de-escalation and safe restraint when necessary.



Capacity

14 Attendees



Duration

Half Day (4 Hours)



Locations

At our local training centre
At your workplace

Overview

Learn the essential skills for conflict de-escalation.

With increasing levels of aggressive and violent behavior towards frontline staff, we need to arm our people with valuable practical skills to both de-escalate potential conflict situations but also know the safest way forward when required to use personal restraint.

Safety 'n Action are backed by several years of practical in-person and online training delivered to the healthcare sector, construction, retail and general front-line services sectors. Our training is backed by 20+ years of safety training delivery and is delivered by highly skilled training professionals.

Course Content

- ✓ Introduction to conflict De-escalation
- ✓ Communication Models and De-escalation
- ✓ Dynamic Risk Assessment and Level Framework

Book your training today

0800 222 388

safetyaction.co.nz