



Interactive Training Experiences

De-escalation and Conflict Prevention

Abstract

This workshop will cover the signs of agitation, precipitating factors, proxemics, kinesics, and the basic skills necessary to de-escalate individuals. The goal is to prevent crisis situations before they occur. This training will examine triggers as well as concrete strategies for helping people to return to a calm state so that they are capable of rationale communication.

Relationship building and team brainstorming prior to situations is key.

Objectives

At the conclusion of this presentation, participants will be able to:

- Recognize signs of agitation.
- Understand how cultural and demographic factors play a role regarding proxemics, kinesics, and de-escalation skills as a whole.
- Identify 1-3 techniques for improving their paraverbal communication and co-regulation skills.
- Identify potential risk factors or ways in which the agency/school may update policies, protocol, or logistics in order to decrease agitation or anxiety.

Workshop Length: 90 minutes

(In-person or online option) In-person is recommended.

For online workshops, participants will be asked to keep their cameras on and participate via small group discussions and other interactive exercises.