Learnsoft
ENTERPRISE TRAINING

De-escalation Techniques for Disruptive Behavior

Length: Half Day

Summary: This half day course provides an overview of the psychological antecedents of aggressive behavior and the use of person-centered approaches to mitigate assaultive behavior. Participants of this training will be provided with foundational information on how to reduce the level of conflict during interactions with disruptive individuals.

COURSE CONTENT

1. Describe aggression and human behavior and their role in disruptive behavior.

2. Define communication skills when engaging with disruptive individuals.

3. Articulate characteristics of effective de-escalation engagement from a person-centered approach.

4. Demonstrate engagement techniques for proactive de-escalation.

5. Examples of evidence-based de-escalation skills for staff

6. Engagement techniques that promote conflict de-escalation and redirection

7. Safety considerations and situational awareness when engaging with disruptive individuals

8. Sequential case examples of effective de-escalation techniques in various settings