

Takeaways

- ✓ Learn about systematic observation and how to systematically observe any environment
- ✓ Learn to use these observation skills to make a more informed plan of action
- ✓ Complete practical exercises and build your systematic observation skills
- ✓ Learn about the best ways to approach and understand a potentially dangerous or threatening situation
- ✓ Develop strategies for improving your overall response to a crisis event.

Our programs are practical and engaging, designed to raise awareness without creating fear, and focuses on developing new behaviors. Knowledge and good decisions are key to de-escalating conflict.

Want to learn more about being prepared to identify anomalies and verbally de-escalate a situation at work, or at home? Give us a call. We are always here to help.

NEW MINDSET

NEW
↓
RESULTS

Joseph Paul Manley – M.A.

Paul is the Principal and Lead Consultant of Risk Mitigation Technologies, LLC, a Training and Independent Consulting Firm with a focus on violence detection, prevention, response and recovery. Paul is a retired Massachusetts Police Lieutenant, CCIS (Certified Crisis Intervention Specialist), Verbal De-escalation Instructor, WVTS (Board-Certified Workplace Violence and Threat Specialist), SAS-AP (Certified Situational Awareness Advanced Practitioner), Security Expert, and Trainer.

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Wendy Kessler-Cody - M.Ed.

Wendy has a BS in criminal justice from Northeastern University and a Masters in Education from Salem State College. Wendy has worked in the criminal justice system and in human services for most of her career. Wendy is the co-owner of New Focus LLC, a 12-week Anger Management Program and is a Certified Anger Management Specialist (CAMS-1) and SAS-AP certified (Situational Awareness Advanced Practitioner).

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Behavioral Awareness and Verbal De-Escalation Skills Training

NOW ONLY \$149

September 8, 2022
Salem State University
Enterprise Center
121 Loring Avenue
Salem, MA 01970
8:30 AM to 2:30 PM
Check in begins at 7:50 AM
PLENTY OF FREE PARKING





About us:

Our certified instructors have years of experience in working on the front lines of crisis. Our course is comprised of simple, effective behavior awareness and realistic de-escalation skills. They are presented in a highly engaging and thought-provoking interactive learning session. This is designed for improving overall responses to crisis situations.



Verbal De-Escalation Techniques

Your safety may depend on your conflict management style. Therefore, it is important to develop strategies for ensuring personal safety in potentially stressful situations.

In any conflict, you have a choice:

- ✓ **Escalate the incident further**
- ✓ **De-escalate the situation**

How you de-escalate can have great benefits for any organization

- ✓ **Less Stress**
- ✓ **Less workplace violence incidents**
- ✓ **Less use of force incidents**
- ✓ **Decreased disciplinary actions**
- ✓ **Decreased customer complaints**
- ✓ **Increased customer satisfaction**

Upon completion of this program participants will be able to:

- Identify early indicators that an individual's behavior may be escalating towards aggression or violence.
- Discuss the importance of early recognition and intervention in escalating situations.
- Recognize indicators of potential escalation such as vocal tone and volume, threatening posture, and other non-verbal cues.
- Identify verbal direction and de-escalation techniques appropriate for use anytime.
- Identify body posture and safety distances that staff may use to afford additional protection when unavoidably confronted with aggressive or violent situations.
- Identify the importance of understanding their organizations policy and procedures relating to managing aggressive or violent situations.

5 CEU's AVAILABLE FOR LMHC's (approved by MaMHCA)

Application for social work continuing education credits has been submitted. Please contact us at newfocusllc.org@gmail.com for the status of social work CE accreditation.