



GET SAFE[®]'S WORKPLACE SAFETY

Customer Service, De-Escalation, & Violence Prevention

2 HOUR INTERMEDIATE COURSE

OUTLINE

- **Defining the Problem**
 - **Why People Escalate**
- **SAFER Decision Making**
- **Self-Management**
 - **Self-Awareness**
 - **Stress Management**
- **Assessing Your Workspace**
 - **Safety Considerations**
 - **Communication During a Crisis**
 - **Run, Hide, Fight Realities**
 - **What to do when a threat appears**
- **Recognizing Violent Behaviors**
 - **Pre-Assault Indicators**
 - **Non-Verbal**
 - **Verbal**
 - **Examples**
- **Emotion Intelligence Training**
 - **Identifying Emotions and What they Mean**
- **Causes of Escalation**
- **Customer Service**
 - **Make your Customer feel HEARD**

- **De-Escalation**
 - **Basic**
 - **Advanced**
- **Special Considerations**
 - **What to look for**
 - **How to De-Escalate**
 - **Understanding the Situation**
 - **Intellectual / Developmental Disabilities**
 - **Autism**
 - **Cerebral Palsy**
 - **Down Syndrome**
 - **Substance Abuse Disorders**
 - **Mental illness**
- ***Four (4) Activities***
- ***Two (2) Scenario Based Training Exercises***
- ***Interactive Learning and Engagement***