



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**
 - **Run, Hide, Fight Realities**
 - **What to do when a threat appears**
- **Recognizing Violent Behaviors**
 - **Pre-Assault Indicators**
 - **Non-Verbal**
 - **Verbal**
- **Causes of Escalation**
- **Customer Service**
- **De-Escalation**
- ***One (1) Activity***
- ***Two (2) Scenario Based Training Exercises***
- ***Interactive Learning and Engagement***