

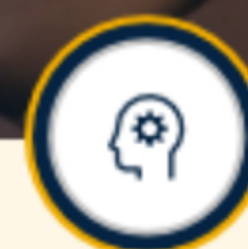


Get Involved. Get Empowered.
Get Trained.



DE-ESCALATION

De-escalation Training equips people with the knowledge, skills, and techniques to defuse or reduce tension, hostility, or conflict in a situation.



LEARNING OBJECTIVES:

- ✓ Explain the goal of de-escalation.
- ✓ Identify the initial indicators of escalating behaviors, both verbal and non-verbal.
- ✓ Demonstrate de-escalation best practices using the Behavioral Change Stairwell to include: active listening, empathizing, verbal diffusion, de-escalation phrases, non-confrontational body language, and facial expressions.
- ✓ Develop techniques for managing personal emotions in challenging situations to maintain composure and clear thinking.
- ✓ Describe how cultural and mental health sensitivity can help de-escalation efforts.



DATE & TIME: Jan 19, 2027 @ 6:30pm
LOCATION: Congregation Shaarei Kodesh

