



How Do You Handle Conflict?

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

De-escalation training can have great benefits for any organization

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

Questions

1. How do you react to trouble? Fight, Flight, Freeze?
2. How does your body and identity impact what you bring into a situation?
3. How do different physical situations impact how you de-escalate?

Two Key Concepts to Remember

1. Reasoning with an angry person is not possible. The first and only objective in de-escalation is to reduce the level of agitation so that discussion becomes possible.
2. De-escalation techniques are inherently abnormal. They go against our natural 'fight or flight' reflexes. To be effective, we must remain calm and centered. We need to be professionally detached. Therefore, these skills require practice to become useful.

Our programs are practical and engaging, designed to raise awareness without creating fear, and focus on developing new behaviors. Knowledge is key! Want to learn more about being prepared to De-escalate a situation at work, or at home? Give us a call. We are always here to help.