



WAAMH

Western Australian Association
for Mental Health

De-escalation Techniques

Addressing volatile situations safely and effectively

Most people who deal with the general public will on occasion face a difficult or potentially dangerous situation. How we respond to a potential crisis can make the difference between smooth resolution and an emergency situation.

This course is designed to assist service providers and frontline staff to respond appropriately to threatening, violent, aggressive and other unexpected or inappropriate behaviour.

Providing practical response strategies, this course looks at the four step **SAFE** de-escalation process:

Content covered includes:

- Establish rapport
- Recognise danger
- Empathetic communication
- Preventative techniques
- Identify and assess behaviours
- Relevance of mental health + other conditions
- Manage emotions and instinct
- Verbal and nonverbal defusing techniques
- Ensure personal safety



DATE: 25 March 2019

TIME: 9am - 4.30pm

**VENUE: Workzone Building
Training room, Level 1,
1 Nash Street, PERTH**

**\$195 - Full members
\$220 - Associate members
\$245 - Non members**

**Scholarship places
available**

**Catering and light
refreshments provided**

**Custom onsite courses
available, enquire now.**

Peak body representing the community-based mental health sector in WA.

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Training Includes:

Qualified and experienced trainer
Personalised certificate
A take home resource package