

De-escalation Skills



WAAMH

Western Australian Association
for Mental Health

Online Interactive Learning

The de-escalation course has been redesigned specifically for an online learning setting and will support workers to recognise when a person is becoming distressed or when a situation is escalating, and it provides a set of tools and strategies to respond in ways that are likely to result in positive outcomes.

Sometimes people respond to circumstances and triggers in ways that can be challenging for workers to manage. Often this is because of the person's distress or frustration and can be exacerbated by environmental factors.

This course will support participants to:

- Understand what is meant by the term “escalated behaviour”, common triggers and when de-escalation strategies are likely to be effective
- Have increased competence and confidence in responding to escalated behaviours by drawing on practical models, including “SAFE” de-escalation (**S**ituational analysis; **A**ssessing danger; **F**acilitating de-escalation through personal preparation, verbal and non-verbal techniques and **E**valuating incidents)
- Practice techniques and strategies that can be used in a range of real-life scenarios
- Be mindful of the impact of responding to escalated behaviours on themselves and how to integrate self-care strategies to their practice.

The fully interactive online training sessions will be facilitated by two of our experienced trainers who have extensive knowledge, skills, and experience in the mental health field. The course will be delivered over two, 4-hour sessions, on consecutive days and participants will be supported to meaningfully engage with the course content and the other participants.



10 + 11 February 2021



9am - 1pm



Zoom platform



\$170 - Full members
\$195 - Associate members
\$220 – Non-members

Scholarship places available



Custom courses available for workplaces. Talk to our training specialists about a suitable course for your staff.



TRAINING INCLUDES:

Qualified & experienced trainers
Personalised certificate
Quality resources to keep

TARGET AUDIENCE:

Suitable for workers in a wide range of front-line service delivery roles.

Contact us to register



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