



Monday 3rd December

## De-escalation Skills

For frontline staff working with clients who present challenging and aggressive behaviour.

### Learners Aims

- Recognise the signs of signals that can precede challenging behaviour and aggression
- Identify tools and actions to prevent a crisis situation evolving
- Develop self-awareness around personal responses to challenge and aggression
- Discuss strategies to prevent a person from harming themselves or others
- Identify strategies to take a supportive stance
- Demonstrate how to hold a de-escalating conversation

**3.12.18**

**10:00 - 16:30**

**Community First**

163 West Street

Fareham

**PO16 0EF**

Voluntary £80

Private £115

Like to book a place?

Then contact

**Community First**

**01329 223 155**

or

**01730 777 059**

email

**[bookings@cfirst.org.uk](mailto:bookings@cfirst.org.uk)**

You can book online at:

[https://www.cfirst.org.uk/  
training/booking/](https://www.cfirst.org.uk/training/booking/)

Limited places available