



## De-escalation & Breakaway Techniques

### Overview

People in certain working environments often face potentially dangerous or threatening situations on a daily basis and therefore need to learn effective techniques of calming and negotiation; a process which should always precede any physical coping strategies such as control and restraint.

### Target Group

This course is aimed at any personnel who work in potentially volatile environments.

### Objectives

By the end of the course delegates will be able to;

- ✗ Understand how hostile situations arise and develop
- ✗ Demonstrate the techniques and skills to handle conflict and potential conflict more effectively
- ✗ Demonstrate effective control & restraint techniques

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ Personal Safety
- ✗ Transactional Analysis and your usual position in conflict situations
- ✗ The Empathic communicator
- ✗ The Assault Cycle
- ✗ The Four Rules of De-escalation
- ✗ Causes Of Conflict – triggers, patterns
- ✗ The Conflict Process - Chains of Conflict (deconstruction and misconstruction)
- ✗ Alternatives to the Chain of Conflict (reconstruction)
- ✗ Perspectives and "truth"
- ✗ The assertive negotiator
- ✗ Control and Restraint (Physical intervention)
- ✗ Breakaway methods—prevention and management of aggression
- ✗ Restraint methods

### Outcomes

Each delegate will receive individual detailed feedback from both colleagues and facilitator. It is recommended that delegates attend a review session within 6 months.