

# De-Escalation Skills (online course)

This Online course is perfect for Frontline staff working with clients who present challenging and aggressive behaviour

## Learning outcomes:

- 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.



This is an  
online course  
via Zoom



£55



THURSDAY  
9 FEBRUARY 2023

09:30 - 15:30



More information:

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