

# DE-ESCALATION

## TRAINING FOR STREET-FRONT RETAILERS WEBINAR LEVEL 1 AND 2

In these free webinars, we'll explore using supportive communication and de-escalation skills with individuals who may be displaying agitated behaviours in your business.

For Level 2, participants will apply the skills learned in Level 1 to address specific challenging scenarios including verbally abusive behaviour and intoxication.

Note that it is required to have taken Level 1 before proceeding to Level 2.

Questions we explore include:



My team needs a refresher on conflict resolution



What skills can I use to deal with frustrated customers?



How do I engage during a verbal escalation?

Facilitated By:

### Rebecca Higgins



Rebecca brings 25 years of experience in community health, social services and education. She has specialized in mental health education since 2010.

### Dates

#### Level 1 Sessions

1. February 25, 2025  
10am-12pm
2. February 27, 2025  
2pm-4pm
3. March 13, 2025  
10am-12pm
4. April 07, 2025  
1pm-3pm
5. May 07, 2025  
10am-12pm
6. June 05, 2025  
2pm-4pm
7. July 08, 2025  
10am-12pm

#### Level 2 Sessions

1. March 25, 2025  
10am-12pm
2. May 26, 2025  
1pm-3pm
3. July 14, 2025  
10am-12pm

**To RSVP, visit**  
[www.bit.ly/De-EscalationTO](http://www.bit.ly/De-EscalationTO)

Sessions are capped to a maximum of 25 attendees. Please sign up through the waitlist function if a session is full.