

TRAINING SUMMARY

COURSE NAME Conflict De-escalation LENGTH 8 hours

COST \$169.99 LANGUAGE English

DESCRIPTION

Why is Conflict De-Escalation training so important?

As security professionals, our primary task is to recognize that an individual's behavior is often a response to a perceived threat. To effectively address the situation, it's crucial that we are not seen as an additional threat. Ideally, we should position ourselves as part of the solution, or at the very least, a neutral party aiming to assist in resolving the issue.

Imagine this course as a practical toolkit, offering you the knowledge and strategies needed to navigate conflicts with confidence while also keeping an eye on legal and safety implications.

LEARNED TOPICS/OBJECTIVES

Through scenarios, case studies, quizzes and exercises this course is designed to provide you with a thorough understanding of conflict, how to manage it, and the effective de-escalation techniques needed to conduct a safe, professional and productive intervention.

Along the way, we'll also explore important aspects of personal safety and liability considerations to ensure you're well-prepared to handle confrontational situations safely and responsibly.

- The Subject's Behaviour (16 topics – 7 quizzes)
- The Intervention Process (11 topics – 5 quizzes)
- Liability Considerations (7 topics – 5 quizzes)
- Combining the Elements (7 topics – 3 quizzes)
- Incident Response Framework (9 topics – 4 quizzes)

FEATURES

Once you have completed this 8-hour online course you will receive a digital certificate of completion.