

How to Bring the Temperature Down: Practical Skills to De-Escalate Heated Situations

This is the first installment of a new series called “Tools You Can Use”! Topics are designed to assist those serving in Public Service Organizations to better address the key challenges they face through user-friendly tips, strategies, and resources.

At times, those serving in Public Service Organizations engage with members of the public who are angry, upset, or displeased. In this workshop, students will learn skills that are proven to effectively de-escalate individuals who are experiencing elevated and intense emotions.

Objectives:

- Understand the Anger Arousal Cycle
- Understand how the body processes anger
- Understand the “Big 3” of Communication
- Understand how the brain processes stress in conflict situations

Instructor: David Cornell, CAE, MAI, Cornell Consulting, LLC
Date: Friday, January 13 (a.m.)
Location: North Star conference room (The Riverside Hotel)
Hours: 4 hours

Note: This workshop will require a minimum of 15 students.