

TESTIMONIALS

What participants have to say:

- Instructor was knowledgeable and had a good sense of humour,. He kept my attention which made for an excellent course.
- It was practical for anyone who would be confronted with situations that may become violent.
- Funny, lighthearted, and comfortable course to be in.
- I found this course to be beneficial as well as informative for crisis intervention. Instructor was confident and was a great teacher! Thanks!
- I feel this particular course should definitely take place every year.
- Good presentation offered in a non-judgmental environment.
- I really liked the way the Instructors took the time to explain everything and also took the time to answer everyone's questions and show everyone how to do evasive moves.
- Loved it! I now feel confident in handling escalating situations.
- This course will help me in ways that will make my job easier and my work more professional.
- Awesome! Great course.
- You did an awesome job! I really enjoyed the course & my experience.

**Unique, Interactive, Intelligent,
Valuable and Fun Training!**

TRAINING FOR

the beginner, intermediate or advanced practitioner...

Front Desk Staff
Health Care Workers
Teachers
Municipal Employees
Public Works Employees
Retail Environments
Pharmacies
Financial Institutions
Social Workers
Human Services Field
Recovery Centre Staff
Homeless Shelter Workers
Daycare Workers
Customer Service & Administration
Nursing Home Staff

...anyone who may deal with potentially violent individuals!

DAV COURSE TAUGHT BY

**Ripple
Effect
Training**

www.rippleeffecttraining.com

Certified Trainer
Shawn Hubert



De-escalating Aggression & Violence In Workplace Environments



WHY DAV?

- This important course teaches a clear understanding of human behavior, early intervention and de-escalation skills for potentially violent situations.
- Workplace violence is on the rise as we deal with bullying, verbal and physical abuse from other employees and clients.
- Employees encounter verbal violence on a regular basis which decreases staff moral, and increases staff turn-over without training to react professionally.

COURSE OBJECTIVES

The DAV Course is a comprehensive two-day-program. When working with the unknown client we are always faced with the possibility of dealing with a crisis at any given moment. Although we can't prevent every crisis from occurring, there is much we can do in the ways of prevention, preparation and skill development to lower the risk of violent attacks happening.

This course is designed to help employees and employers think through potential situations, equip themselves, and lower risk and liability for all involved. In turbulent times we must be prepared for the unexpected. We don't want to live in paranoia, so we believe in the best of people, but prepare for the worst.

This course will be a vital component on helping your organization meet the Occupational Health and Safety Standards for creating a healthy workplace.

Day one will introduce the participant to the theory component of the course.

Day two will introduce the participant to responding physically to a violent action with appropriate measures to prevent Liability, Injury, and Anxiety.

Individuals will learn:

1. To identify situations which may incite a crisis individual to display violent behavior.
2. To de-escalate and/or prevent a violent behavior from occurring.
3. To incorporate the most effective strategy using the least intrusive approach when defusing a violent situation.
4. To react in a professional and appropriate way to aggression that will reduce anxiety, injury, and liability for employees, owners, and clients.

DAV COURSE OVERVIEW

De-escalation Techniques – Learn:

- how to maximize your communication skills;
- how to increase your relationship building techniques;
- how to avoid power struggles;
- how to empower people to make positive choices;
- how to stay calm under pressure;
- how to create a win/win situation; and
- the importance of post crisis follow-up.



Avoid Physical Attacks – Learn:

- how to read the signs of behavior escalation;
- creative avoidance techniques;
- unique and safe defensive moves,
- how to maximize your safety margin; and
- how to reduce bodily injuries to you and your customers.

Getting Free – Learn:

- effective and safe escapes;
- releases from hair grabs, finger nail gouges, bites, chokes and holds, wrist grabs; and
- how to multiply your body strength using proper body dynamics.

DAV: Was developed by experienced staff working in Alberta Group Homes for violent offenders over the past 25 years!

Please contact us for more information on other courses such as:

- First Response for Suicide & Self-Harm
- Cultural Diversity Training
- Team Building
- Principles of Success at Work and Life.
- Understanding and Applying the Seven Habits of Effective People

To register for or book a DAV course for your organization please contact:



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DAV training lives up to its slogan,

**“We Hope for the Best,
But We Prepare for the Worst.”**

Training may be **customized and tailored** to meet your needs. Other courses dealing crisis situations and staff development are available on our website.