

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,
Enjoyable and Effective Training!**
TRAINING FOR

the beginner, intermediate or advanced practitioner...

We also provide de-escalation training for...

Front Desk Staff
Staff Management
Health Care Workers
Teachers
Municipal Employees
Oil Field 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 aggressive and violent individuals!

DAV COURSE TAUGHT BY



Certified Trainer
Shawn Hubert



D.A.V. Crisis Intervention Course

**De-escalating
Aggression & Violence
in client support environments**



WHY DAV?

- We understand the client variety and complexity of developmental disability workplaces. We can provide early intervention detection and de-escalation skills for aggressive or violent situations.
- We Understand that ongoing relationship with the clients are essential to maintaining a healthy environment for the benefit of the client and staff.
- We understand staff encounter verbal aggression with a real potential of physical attack on a regular basis. This can decrease staff moral and increase staff turn-over.

COURSE OBJECTIVES

The DAV Course is a comprehensive one-day-interactive workshop. When working with a variety of clients we can face the possibility of dealing with aggression or a crisis at any given moment. Although we can't prevent all these situations from occurring, there is much we can do in the ways of prevention, preparation and staff skill development to lower the risk of repetitive incidents.

This workshop is designed to help employees think through potential situations, equip themselves with preventative strategies and lower crisis risk and liability for all involved. In potentially aggressive situations 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.

Individuals will learn:

1. To identify situations which may incite a crisis individual to display violent behavior.
2. To develop a team approach to creating de-escalating living environments. Focusing on consistency and good communication.
3. Learn effective strategies to work with clients that are resistant to direction, to in order to avoid an escalated event.
4. Learn effective relational techniques for clients, guardians, and other staff in order to provide a healthy living and working environment.
5. To incorporate the most effective strategy using the least intrusive approach when defusing an aggressive situation.
6. To react in a professional and appropriate way to aggression that will reduce anxiety, injury, and liability for employees, caregivers, 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 evasion movements,
- how to maximize your safety margin; and
- how to reduce bodily injuries to you and your client

Staff Teams – Learn:

- Learn effective teamwork and communication
- Importance of creating consistency throughout the staff team in order to provide a stable working and living environment for both staff and client.
- How to make program changes as a team with causing the least amount of disturbance to the living environment for the client.

DAV: Was developed by experienced staff working with Alberta PDD Group Homes for over the past 10 years!
We have trained over 500 Alberta Human Services employees in the last 3 years!

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



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All training is **customized and tailored** to meet your needs. Other courses for dealing with crisis situations and staff development are available on our website; such as:

- First Response: Suicide and Self-Harm intervention training
- Staff supervisor training
- Cultural & Self Awareness
- PG Parenting – Guidance is required
- Building Effective Teamwork