

# Conflict De-escalation Introduction and Personal Restraint

With rising aggression toward frontline staff, it's crucial to equip them with practical skills for de-escalation and safe restraint when necessary.



**SAFETY'<sup>N</sup>  
ACTION**

**AXIOM  
TRAINING**



## **Capacity**

14 Attendees



## **Duration**

6 Hours



## **Locations**

At our local training centre  
At your workplace

## **Overview**

Learn the essential skills for conflict de-escalation.

With increasing levels of aggressive and violent behavior towards frontline staff, we need to arm our people with valuable practical skills to both de-escalate potential conflict situations but also know the safest way forward when required to use personal restraint.

Safety 'n Action are backed by several years of practical in-person and online training delivered to the healthcare sector, construction, retail and general front-line services sectors. Our training is backed by 20+ years of safety training delivery and is delivered by highly skilled training professionals.

## **Course Content**

- ✓ Introduction to conflict De-escalation
- ✓ Communication Models and De-escalation
- ✓ Dynamic Risk Assessment and Level Framework
- ✓ Safe Personal Restraint

**Book your training today**

**0800 222 388**

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