

# Conflict De-escalation Introduction



**SAFETY  
ACTION**

**AXIOM  
TRAINING**

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



## Capacity

14 Attendees



## Duration

Half Day (4 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 de-escalate potential conflict situations.

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

**Book your training today**

**0800 222 388**

[safetyaction.co.nz](https://safetyaction.co.nz)