

MIIA EAP Professional Development Training



Date: March 24, 2022

Time: 2:00-3:00pm

Presenter: Steven Bernstein, LMHC

To Register, click on below link:

<https://attendee.gotowebinar.com/rt/3774151048862891275>

De-escalation Techniques for Municipal Employees

This session offers a skill-based approach to conflict resolution within today's municipal environment by focusing on learning ways to keep conversations from becoming unhinged, knowing how to control one's self in the face of risky situations, practicing safe options when managing agitated people, the role of the breath in helping restore calm, the benefit of shifting environments to help settle things back down, the role of non-verbal communication in challenging interactions, and other practical tips for de-escalation. All with an eye towards safety, professionalism, and self-care.

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