

CRISIS (DISRUPTIVE) DE-ESCALATION



2018 REGIONAL TRAINING SCHEDULE:

(Click on a session below for registration information)

NORTHERN CALIFORNIA*

Thursday, 10/18/18 in Auburn (1:30PM - 4:30PM)

SOUTHERN CALIFORNIA*

Wednesday, 11/14/18 in Chula Vista (9AM - 12PM)

*Above schedule effective as of 9/27/18

Questions? Contact the
[Risk Control Department](#)
for more information.

SPACE IS LIMITED - REGISTER TODAY!

We often will judge ourselves by our intentions, while we judge others by their behavior. Join us and learn how to look beyond these **BEHAVIORS** and see others for their positive **INTENTIONS**.

Learn how to set appropriate expectations, recognize warning signs for when a customer or coworker is beginning to get agitated, strategies for slowing escalation, and tools to begin de-escalating a situation and working towards an amicable resolution.



Michael Williams, Security Specialist
CHUBB/ESIS

FREE TRAINING OPPORTUNITY

FOR ALL CSAC EIA MEMBERS AND THEIR EMPLOYEES!!

WILL INCLUDE CASE STUDIES AND INTERACTIVE GROUP BREAKOUT SESSIONS