

CRISIS (DISRUPTIVE) DE-ESCALATION



Date:
Wednesday, 06/26/19

Time:
9AM - 12PM

Location:
1450 Court Street, Room 263
Redding, CA 96001

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

**SPACE IS LIMITED -
[CLICK HERE TO 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 Global Risk Advisors

FREE TRAINING OPPORTUNITY
FOR ALL CSAC EIA MEMBERS AND THEIR EMPLOYEES!!
WILL INCLUDE CASE STUDIES AND INTERACTIVE GROUP BREAKOUT SESSIONS