

# 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**