

# NEW!

## VIRTUAL NONVIOLENT CRISIS INTERVENTION: VERBAL DE-ESCALATION TRAINING

Learn how to calm crisis situations  
with confidence and care

### WHAT YOU WILL LEARN

- How to identify and respond to various levels of crisis behaviors.
- How to manage your own consistent, calm behavior to influence a positive outcome in a crisis situation.
- Strategies to strengthen nonverbal communication.
- How to develop limit-setting strategies when verbally intervening to de-escalate defensive behaviors.
- A framework to help guide staff and the individuals in distress through a process of re-establishing the relationship.

## 2025 SCHEDULE

July 22nd	9:00 a.m. -1:00 p.m.
August 14 <sup>th</sup>	9:00 a.m. -1:00 p.m.
September 16 <sup>th</sup>	1:00 - 5 p.m.
October 23rd	1:00 - 5 p.m.
November 13 <sup>th</sup>	9:00 a.m. -1:00 p.m.
December 17th	9:00 a.m. -1:00 p.m.

**REGISTRATION IS  
NOW OPEN IN LMS!**

### WHO SHOULD TAKE THE COURSE

All staff will find value in this training. From customer service positions, student facing positions, to direct patient care providers, this training supports diverse roles across the campus and health settings.

**Visit our website!**