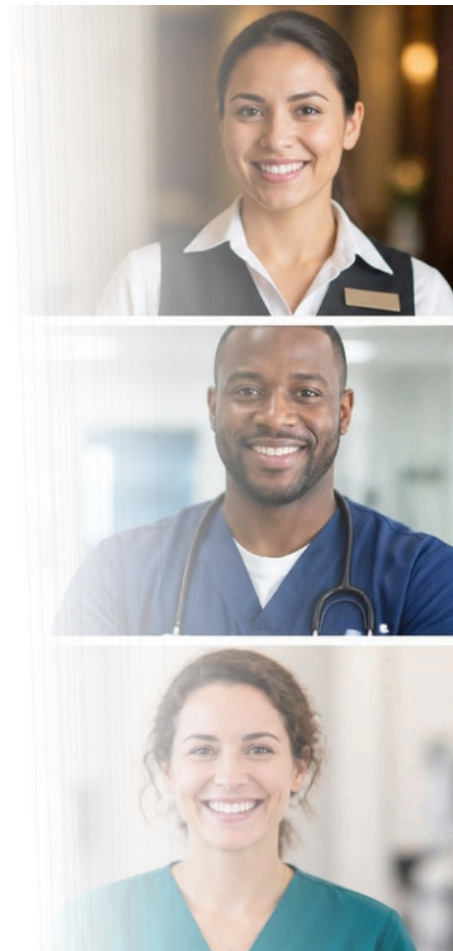




Enhanced Workplace Safety Course

Prepare Your Team to Recognize, Respond and De-escalate

When difficult interactions escalate, knowing what to look for and how to respond can make a big difference. This 4-hour workshop gives healthcare and hospitality teams practical tools to recognize warning signs, de-escalate conflict, and respond to basic physical threats.



Recognize The Warning Signs

Learn to identify behaviors and communication cues that may signal a situation is becoming unsafe.

- Recognize warning signs and pre-violent behaviors
- Read body language and paraverbal clues
- Develop stronger situational awareness

De-escalate Before It Escalates

DART's Crisis Response Model (CRM) offers a framework for managing verbal altercations and reducing escalation.

- DART's Emotional Hill
- The CRM Matrix tool
- Effective verbal de-escalation techniques
- Practical approaches for responding to verbal attacks

Respond When Physical Abuse Occurs

The course also introduces basic defensive responses for physical abuse situations.

- Blocking
- Redirection
- Basic escape techniques
- Responding to common physical threats

Our training helps teams build the skills needed to manage challenging interactions in healthcare and hospitality settings confidently.

How Safe Is Your Workplace?

Scan the QR code to take our free online Workplace Violence Safety Survey.

