



DE-ESCALATION

This is a half day workshop that will focus on the following key learning points:

- **Avoiding a crisis**
- **Recognizing and understanding a crisis**
- **Escalating behavior**
- **Communication (verbal/nonverbal)**
- **De-escalating**
- **Follow up/aftermath**

FOR MORE INFORMATION



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We will discuss scenarios and foster important conversations about ways of dealing with crisis through an anti-oppressive, trauma informed, harm reduction lens. We stress the importance of destigmatizing individuals and find ways to come from a place of curiosity as opposed to judgement.

This workshop includes a guest speaker with lived experience who will discuss de-escalation from their point of view.

Scenarios can be customized to the needs of the group.

Testimony:

"The De-escalation training provided by the Toronto Drop-In Network for WoodGreen Community Services over the course of 4 months was a truly positive experience. The course not only equipped our staff with practical strategies to defuse potentially volatile situations, but it also incorporated a unique and invaluable element by featuring guest speakers with lived experience. Their personal stories added a deeply human dimension to the training, fostering empathy and understanding among participants. The facilitator, Marianne, displayed exceptional expertise and skill in guiding us through real-life scenarios, enhancing our ability to respond compassionately and effectively to individuals in distress. This training has undoubtedly strengthened our organization's capacity to create a safer and more supportive environment for our clients, staff, and the community at large."

Jane Weber, Manager of Learning & Development, WoodGreen Community Services



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