

De-Escalation Techniques for Health Care Settings



Anger is contagious, and for those working in healthcare, dealing with angry or aggressive people can be some of their greatest challenges! The key to doing it well is managing our responses to these situations.

In this session, you will learn:

- What De-Escalation means, and why it is so difficult
- The physical, emotional, and behavioral signs of escalation
- The 10 Elements of De-Escalation, including listening and validating
- The Five Don'ts of De-Escalation!



Let our Communication Expert “open the door”
to a better understanding of De-Escalation Techniques
with a 60-minute or 90-minute session on this topic!

Lori Dierolf, President of Open Door Training & Development, holds a Bachelor's degree in Psychology and has been a Human Resources professional and staff educator for over 20 years. She has coached and trained hundreds of leaders and administrators as a Personal Care Home Administrator, and is also a Certified Dementia Practitioner, a Certified Alzheimer's Disease & Dementia Care Trainer, and a Certified Aging & Alzheimer's Educator.

Lori's sense of humor and real-life examples from her years of experience in long-term care are reasons attendees consistently rate her sessions with 5 Stars!!! Read their testimonials at www.OpenDoorTraining.net!!

Contact Us!

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