



SHERIFF KALVIN D. BARRETT DANE COUNTY SHERIFF'S OFFICE

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CONFLICT DE-ESCALATION

A large number of organizations, including businesses, have plans for a variety of situations including medical emergencies, natural disasters, fire and mass casualties. The one weak point seems to be in the area of verbally de-escalating difficult people who become loud, rude and obnoxious.

Are you confident you and your personnel handle stress and conflict in a way that will not escalate the situation?

If basic de-escalation techniques can be applied to stressful situations, the better the outcome can be. Once you can connect and identify with something that is creating stress and frustration in a person you are on your way to de-escalating the situation.

We can provide the basics on verbal de-escalation to give you confidence when dealing with difficult people.

Our training covers:

- ✓ Risk factors/red flags
- ✓ De-escalation tips
- ✓ Physical warning signs of violent behavior
- ✓ Preventative and Protective Measures
- ✓ Debrief and Recovery
- ✓ Scenarios



If interested in further information, contact Dane County Emergency Preparedness Coordinator
Deputy Josalyn Longley 608-977-1300 longley@danesherriff.com

or

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