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De-escalating aggression is a complex process that can be daunting for even a seasoned professional. The workshop provided through NERSC focus on the de-escalation skills needed for housing professionals. We will discuss the need for cultural awareness, balance of flexible ad drawing boundaries, evaluating of the type of aggression, the differences between conflict resolution techniques. Our De-escalation Workshop Menu has four different remote-learning Workshops designed to provide RSC, Property Managers, and other community leaders with a range of skills building to de-escalate aggressive interactions.

De-escalating Aggressive Interactions – Part One- Awareness - Duration 90 minutes , Cost \$575 per session – (maximum 24 participants) or \$35 per participant (minimum 10 participants)

Description: This Awareness Level workshop focuses on building skills to deter aggression, identifying triggers for aggression and distinguishing the various types of aggressors. We will introduce the widely different techniques to de-escalation based on the type of aggressor: the desperate aggressor and expert aggressor. We will discuss and evaluate warning signs, manipulations, and other situations that warrant caution. We will provide de-escalation scenarios and identify common mistakes as well as, best practices.

Learning Objectives & Blooms Level: Comprehension/Application: Participants will be able to:

- List two techniques to deter aggression
 - Select alternative language for a given scenario that is escalating.
 - Identify skills that increase the ability to evaluate and de-escalate aggressive behavior.
 - Recognize common triggers of aggression.
 - Describe one of the key differences between identifying a desperate aggressor and expert manipulator.
 - Discuss the role of intuition in violence prevention and warning signs for personal safety.
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De-escalating Aggressive Interactions – Part Two – Advanced - Duration 90 minutes, Cost \$575 per session (maximum 24 participants), or \$35 per participant (minimum 10 participants)

Description: This Advanced Level workshop focuses on the challenges of de-escalating and managing interactions with expert aggressors. We will review various testing rituals utilized by this type of aggressor and after-math approaches. We will look to develop plans and strategies for a personal and community approach to limit the damage caused by expert aggressors.

Learning Objectives & Blooms Level: Analysis/Synthesis: Participants will be able to:

- Create three difference responses to aggressive and escalating interactions
- Demonstrate defensive techniques for physical aggression.
- Develop strategies for limiting escalation and reducing the risk of violence in the workplace.

Prerequisite: **De-escalating Aggressive Interactions – Part One- Awareness**

De-escalation Programs within Organizations - Train- the- Trainer Level - Duration Half Day 3 hrs Cost \$1575 per session (maximum 12 participants), or \$150 per participant (minimum 8 participants)

Description: This Train-the Trainer Level workshop provides guidance on working within an organization to train professionals on De-escalation. The class is limited to 12 participants. We will focus on implementing training programs on the techniques and challenges of de-escalating aggressors. We will work on customizing training materials and program development. We will provide access to on-line training modules and videos to be used as sustainable resources throughout the year.

Learning Objectives & Blooms Level: Analysis/Synthesis/Creation: Participants will be able to:

- Develop a lesson plan for de-escalation workshop within their organization.

Prerequisite: **De-escalating Aggressive Interactions – Part One- and Part Two**

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**Peaceful Enjoyment – Limiting Bullying in Senior Communities - Duration 90 minutes,
Cost \$575 per session (maximum 24 participants), \$35 per participant (minimum 10 participants)**

Description: This workshop focuses on the challenges of overcoming bullying in senior communities. We explore common misconceptions and mistakes in addressing bullying. We will explore the warning signs of community events and activities “take over” to limit inclusion and participation. Most importantly, we will not spend time (nor should you) on trying to change the bully’s attitudes, but instead focus on the various communities’ roles surrounding bullying that will enabling or limiting the bullying behaviors in community areas. The workshop provides a strategy for community and management-based solutions and strategies for assuring peaceful enjoyment of community areas.

Learning Objectives & Blooms Level: Comprehension/ Application/Analysis: Participants will be able to:

- Describe common mistakes to handling bullying with seniors
- Develop strategies for limiting bullying impact on the community.
- Explain the type of manipulation strategies used by bullies and means to counteract and limit the impact.

Prerequisite: **De-escalating Aggressive Interactions – Part One- Awareness**
