

Vistelar Unified Conflict Management System

Training Program

Non-Escalation, De-Escalation, and Crisis Management

Curriculum Element

Abilities Checklist

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When participants return to their job, they will be able to interact with others using the four elements of communication (proxemics, non-verbals, verbals, paraverbals) to keep themselves more physically, organizationally, legally, and emotionally safe.

Participants will be confident and competent in using the Vistelar conflict management methods to interact with someone who is

- a possible threat to their emotional or physical safety
- experiencing an inability to cope with a situation
- displaying gateway behaviors
- questioning or refusing a request
- confronting them with shouting, anger, or ranting
- exhibiting at-risk behaviors
- demonstrating aggressive or violent behaviors

Participants will be able to

- recognize threat indicators that may compromise safety
- identify gateway behaviors that can be a precursor to violence
- engage with others in ways to maximize safety without unnecessary escalation
- end interactions better than they started and with a positive foundation for future contact
- resolve refusals and de-escalate verbal confrontations
- stay safe and promote recovery in crisis situations

- recognize when verbal methods have failed and it is necessary to take further action
- articulate the reasons for taking action