



The Center for Workforce Excellence presents:

DE-ESCALATION STRATEGIES FOR THE WORKPLACE

In this course, participants will be provided with a history of violence in the workplace. We will:

- Explore de-escalation strategies and describe their importance in the workplace.
- Define active listening and explain how it is implemented.
- Construct positive statements to be used as a means of motivating emotional employees.
- Evaluate non-verbal cues and signs that indicate the level of conflict and hostility in the workplace.

3 Hours - \$60
Tuesday, August 27
1:00-4:00 pm
Kimbrell Campus
KCC 219

Email questions to conners.latoya@gaston.edu or call 704.922.6547