Practical Skills to De-Escalate Difficult Situations



How to Bring the Temperature Down

Created by: David Cornell, MAI, CAE & Dr. Scott Young

This training features the ICAN method for verbal de-escalation and provides participants with research-based, best practices for successfully assisting emotionally escalated individuals. The skills featured in this training are essential for all public service professionals.

Come join us for a half day, participant-driven workshop.

This workshop is customized for government personnel.

