

De-Escalation Training for Security Professionals

De-escalation is an established, effective tool by uniformed first responders and mental health professionals to prevent stressful encounters from turning violent. Increasingly, de-escalation is a necessary skill for corporate security professionals and the safest option in a volatile situation. We focus on communication and offer a proven framework to defuse a high-stress situation.



De-Escalation for Security Professionals

Length: 8 hours

Delivery: In-person

Audience: Security professionals

In this training, we emphasize how de-escalation is connected to situational awareness, strong communication skills, and resilience under pressure. Through a mix of classroom instruction and practice through customized scenarios, students learn de-escalation tools and techniques including:

- Verbal and non-verbal communication
- Situational awareness
- Effective decision-making
- Time, space, and limiting factors
- Policy and organizational considerations
- Understanding the feedback loop
- Conducting thorough assessments and learning from experiences



WHAT OUR PARTICIPANTS SAY



I was a little skeptical as to why I would need this for my job, but the training was well conducted by dedicated and knowledgeable personnel who you can tell are passionate about what they do and the impact of the education they provide. It was amazing!"

- Employee participant – Fortune 100 Company



The training totally exceeded my expectations. I am part of the resident relations team, and it was fascinating to learn what our public safety team does throughout their tours. I personally benefited from this because sometimes I deal with emotionally disturbed people or enter residents' apartments, and it's important to think through different tactics for the different scenarios you're presented with."

- Manager – Commercial real estate Corporation



Tomahawk is your partner in safety and security. We offer a wide variety of training and services, adapting to each client's unique set of circumstances, requirements, and goals. What can Tomahawk do for you?



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