



# De-Escalation: Building Your Foundation

Traditionally, de-escalation has been considered a tool used exclusively by uniformed first responders and mental health professionals to prevent interpersonal encounters from turning violent. However, forward-thinking private sector professionals have long understood that de-escalation is a necessary skill for all of us, as important as customer service.

## COURSE OVERVIEW

### Learn to gain control of volatile situations

This course is applicable to anyone working in a forward-facing, customer-centric role. Tomahawk can help strengthen communication skills while offering tools and techniques to apply during high-stress situations. Our approach teaches professionals how to slow down, create space, and use all available forms of communication to defuse a situation. In this course, participants view three realistic and familiar interactions and learn how to de-escalate tense situations.

All of Tomahawk's online trainings are built to reinforce basic best practices: continuous engagement with your environment, identifying and avoiding potential threats, and understanding your options ahead of time to improve your outcome.

## COURSE MODULES

### INTRO

- Course Navigation
- Movie Clip
- Training

### DECISION-MAKING

- Training
- Check In

### SITUATIONAL AWARENESS

- Training
- Movie Clip
- Check In

### COMMUNICATION FUNDAMENTALS

- Movie Clip
- Training
- Check In

### SCENARIOS

- Movie Clips
- Knowledge
- Check In

### REVIEW

- Key Takeaways
- Movie Clip



## Learn online with the Tomahawk Institute®

The Tomahawk Institute is a curated collection of online courses created by our team of experts. Our content is engaging, relevant, and designed to make participants safer in the places they live, work, and play.

### How do you teach real-world skills online?

Academic training is only part of the solution; true learning requires the application of tools and techniques, which are critical parts of the education process. Tomahawk Institute incorporates a simple decision-making tool throughout the curriculum and then utilizes customized scenarios to further reinforce the application of de-escalation techniques. Our course uses examples of everyday encounters in corporate settings to illustrate just how common these situations can be and how necessary good de-escalation skills are in everyday life.

#### COURSE OBJECTIVES

- Decision-Making: Hacking the Natural Process
- Situational Awareness
- Time, Space, and Limiting Factors
- Communication
- Policy and Organizational Considerations
- De-Escalation Tools and Techniques
- Application and Feedback Loop

**Course Length:** Approx. 25 mins  
(self-paced)

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Portions of this course are customizable based on your organization's needs.



Our ability to adapt to each client's unique set of circumstances, requirements, and goals sets us apart from the rest of the industry and allows us to succeed with an extensive but varied client base.



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