

De-escalation and effective communication training

Anglicare NT has engaged Personal Protection Strategies to deliver trauma-informed

De-Escalation and Effective Communication

training. By understanding the profound impacts of trauma, and being sensitive to the diverse cultural backgrounds of people, this training ensures participants can approach each situation with empathy, respect and cultural awareness. The training not only enhances the effectiveness of de-escalation techniques but promotes a safe, inclusive and supportive environment for all involved.

The training aims to enhance participants' abilities to:

- recognise that situational awareness is crucial for ensuring the safety of oneself and others
- recognise and manage their own stress responses
- communicate effectively with escalated individuals
- implement practical techniques to calm and resolve conflicts
- identify imminent personal safety risks and make decisions that prioritise safety
- learn principles of self protection pertaining to the release and retreat methodologies



AnglicareNT



**Tuesday
9 September
9am to 4pm
Anglicare NT Office
101 Bloomfield St
Alice Springs**

Cost \$200
(can be negotiated
if needed)

Places are limited.
RSVP to Tamara Toussaint
toussaint@anglicare-nt.org.au
by 5 September
(pls include any dietary requirements if needed)