

RISK SERVICES CONSULTING

# Creating Safe Space: Planning and Training to Prevent and De-Escalate Conflict when Re-Opening



Tailored to your unique needs and risk factors



Designed for open-to-the-public operations



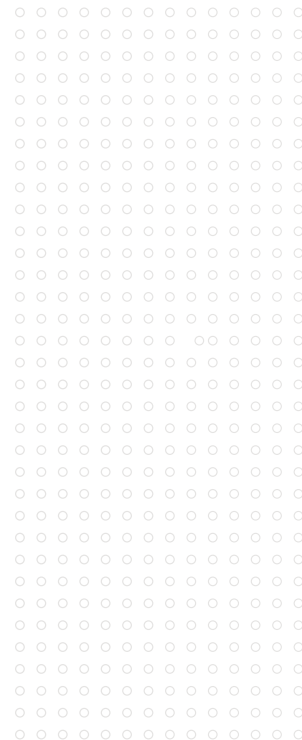
Customizable for any size or industry

## Learn how to minimize the likelihood of conflict and aggressive behavior in your facility, de-escalate conflicts, and protect your staff and patrons in challenging new times.

Re-opening amid COVID-19 has created a renewed sense of urgency around preventing and managing workplace conflict. Staff and customers alike are facing increased personal stressors like economic uncertainty and virus exposure, while new COVID-19 related restrictions are increasing potential points of conflict in open-to-the-public work environments. With these new opportunities for conflict in the workplace, now is the time to prepare and equip your staff to manage and de-escalate potential staff-staff or staff-customer conflicts.

This training program is designed to introduce business owners, leaders, and staff to prevention and intervention focused strategies while establishing shared awareness and fact-based understanding of a complex topic.

The training format is a comprehensive two part instructor-led online training. Part one is intended for company leadership including owners, senior management, and human resources personnel. Part two is intended for all staff and stakeholders.



## Training Program Modules:

### Workplace Violence Prevention Program Development (60-Minutes) Advanced Training and Strategy Session for Owners and Senior Leaders

- The Business Case for a Comprehensive Approach
- The Violence Prevention and Intervention Model
- Threat Assessment and Case Management
- Legal and Regulatory Requirements
- WPV Prevention Program Framework and Elements
- How to Build and Implement Your Program
- Getting Started - Building a Team, and Assessing Your Needs and Risk

Upon completion of the training and strategy session, leadership teams will have a shared foundational knowledge and a clear, defined, and actionable path toward building a risk-appropriate workplace violence prevention program.

### Workplace Violence Awareness, Conflict Prevention, and De-Escalation (60-Minutes) Training for All Staff/Stakeholders

- Violence in North America, Definitions, Trends, Fact vs. Fiction
- Preventing & De-Escalating Conflict
- Understanding Agitated People
- Stages of Behavior Escalation
- Verbal & Non-Verbal Communication
- De-Escalation Strategies
- Customer Service & Open-to-the-Public Considerations

As your team develops, implements, and maintains your program, HUB Risk Services Consultants are available for ongoing guidance and support for policy development, all-staff trainings, readiness exercises, incident response support, and additional tailored support solutions.

To schedule a training session with HUB's Organizational Resilience Team contact your HUB Account Manager or local Risk Services Consultant.

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