



The WCRP Presents:

The Art and Science of De-Escalation

This six-hour workshop will be delivered virtually over two-days.

February 28 & March 1, 2022 | 10:00am-12:00pm both days

Instructed by Janelle Tarasewicz, Principal Consultant, Aperture EQ

At times, our interactions and conversations with our customers, whether they are internal or external, can become difficult. These challenging conversations can quickly escalate if we don't learn the techniques to stay engaged and communicate directly. With training and practice, we can hone our communication techniques and use these crucial skills to navigate the challenging process of having a difficult conversation. With the right tools the process becomes manageable, effective and successful.

Learning Objectives:

- Learning techniques to remain calm during a difficult conversation and help defuse an emotionally charged situation.
- Basic skills for conflict resolution and how to navigate a conversation to help build trust during these contentious moments.
- The steps to take to prepare for the difficult conversation, including what you should document after the fact.
- Communication techniques to help you modify your communication style based on the audience and the situation.
- The basics of communication (e.g., active listening, blocks to listening, body language and non-verbal influences, etc.)
- Conversation scripts and outlines that help guide you through the process of a difficult conversation.

AUDIENCE: This workshop is designed for employees and supervisors, and is offered exclusively to WCRP members.

REGISTRANT CAP: Limited to 30 attendees.

ATTENDANCE REQUIREMENTS:

- This is a two-part workshop, requiring attendance both days.
- This workshop is highly interactive and does not allow you to join as a group. Attendees will need to sign on using a device that allows them to turn their camera on, unmute to speak, and type comments using the chat feature.

REGISTRATION & FEES: This workshop is available to WCRP members only, at no charge. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if attendee does not attend both days.**

CLICK HERE TO REGISTER or register online at www.wcrp.info: Hover over the Member Services tab, click on Training, select WCRP Events & Training Online Registration Form, then carefully select the training line-up you wish to attend and complete the online form.

Questions? Email memberservices@wcrp.wa.gov.