

Workplace Security

Course Description:	Provides information on the identification of behaviors that lead to violence, de-escalation techniques and skills helpful in dealing with angry customers. Time is also spent in reviewing local safety plans and departmental policy related to violence.
Duration:	4 hours
Audience:	Example: WorkSource employees and partner staff
Objectives:	Upon completion of the course participants will be able to: <ul style="list-style-type: none">• Identify the warning signs of potentially hostile situations• Use tools and skills to de-escalate potentially hostile customers• Articulate ESD's policies that address workplace safety• Identify their sites response plan when confronted with an agitated or violent customer
Authorization:	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
Prerequisites:	None
Refreshments/Meals:	On your own
Special Needs:	Notify us at ESD GP ECDD Training Academy if you need an accommodation.
Registration:	E-Train
Class Size:	30
Schedule:	ECDD Training Calendar

Additional classes may be scheduled upon request.