

# SAFE MANAGEMENT/NON-VIOLENT CRISIS INTERVENTION TRAINING



## Increase your safety and reduce your risks!

### What you will learn:

- ◇ Active listening and non-violent communication skills
- ◇ Techniques to resolve potentially violent crises with safety and confidence
- ◇ Basic crisis intervention techniques, warning signs, verbal and non-verbal techniques, setting limits, and dealing with fear and anxiety
- ◇ An easy-to-learn 5-step approach to setting clear and enforceable limits which will increase your effectiveness with resistive individuals

### When:

January 23rd and 24th, 2012

### Time:

9am-4pm

### Fee:

\$148 plus HST = \$167.24/person

### Where:

St. Clair College Employment Centre  
Unit 11—60 McNaughton Avenue  
Wallaceburg, ON

### To Register:

Stop by our office in Wallaceburg or  
the Continuing Education office at  
Thames Campus.

### Questions:

Please call 519-628-5269

### Additional courses available:

Standard First Aid/CPR/AED  
(WSIB Approved)