

You are invited to attend the Non Violent Crisis Initial class

Why it is important

This course introduces basic crisis intervention techniques that include these items:

- Review recognition of warning signs that allow for early intervention
- Demonstrate verbal and nonverbal techniques to avoid a violent confrontation
- Review personal safety techniques that can minimize injury if physically assaulted

Who should attend?

This course is required for team members in the following departments: emergency, behavioral health, CSSO, and public safety. Team members not working in these areas may take “z3624 De-escalation Techniques”.

Class date, time, and location

Thursday, March 17, 8:30 a.m. to 4:30 p.m.

Novant Health Matthews Medical Center
Community Room C
1500 Matthews Township Parkway
Matthews, NC 28105

Register in I-Learn by browsing for: 1610 Nonviolent Crisis Initial. After registering, you will receive a confirmation email with further details.



Objectives

The information shared in this course will help you to:

- Identify useful nonverbal techniques for controlling disruptive behavior
- Identify verbal techniques used to de-escalate verbal acting out
- Demonstrate physical principles of personal safety techniques to avoid client and team member injury if behavior escalates to a physical level
- Provide the best care and welfare for individuals in your facility
- Develop team intervention strategies