

You are invited to attend a Non Violent Crisis Refresher class

Why it is important

This course reinforces the nonviolent crisis intervention techniques demonstrated in the initial course as follows:

- 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”.

Prerequisite

Participants must have previously completed the **“Non Violent Crisis Initial” (course code 1610)**.

Class date, time, and location

Tuesday, March 15, 8:30 a.m. to 1 p.m.

Novant Health Mint Hill Medical Center
Community Classroom 1
8201 Healthcare Loop
Charlotte, NC 28215

Register through I-Learn by browsing for: 1612 Non Violent Crisis Refresher. After registering, you will receive a confirmation email for the event 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.