☐ Cultural Competency

TRAUMA INFORMED DE-ESCALATION

DATE & TIME: **Weds., April 24, 2024**   **9:00am – 12:00pm**

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All registration is completed on EventsHub prior to the training. Check-in begins 15 minutes prior the training time. All participants must arrive during the Check-in period. **Late arrivals will not be admitted.**

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PLACE: **ONLINE – Via ZOOM**
                      A link will be emailed to training participants upon confirmation.

This 3-hr course will address strategies for working with escalated individuals in a way that builds empathy, understanding and a trauma-informed approach. This course will define trauma, empathy, and crisis development and the precipitating factors that lead to escalated incidents. The goals of de-escalation, including intervention skills: verbal, non-verbal, active listening and strategies are explained with emphasis on how to engage with another person in a way to help them feel heard and understood. Ways to mitigate and prevent an escalation from rising, debrief, and follow-up care are included in the discussion. A mindfulness activity and focus on self-care to prevent burnout are highlighted.

TARGET AUDIENCE: DMH Clinical Staff & Contract Providers

OBJECTIVES: **As a result of attending this training, participants should be able to:**
1. Describe precipitating factors leading up to escalated incidents.
2. Explain what it means to apply Trauma Informed approach.
3. Name three active listening skills.
4. Employ strategies helpful to prevent or minimize escalating incidents.
5. Identify strategies to recognize, correct, and eliminate unconscious biases in the workplace.

CONDUCTED BY: **Dr. Livier Martinez, LCSW, Pacific Clinics Training Institute**

COORDINATED BY: **Rosario Guillermo, MPA, MSG**
Workforce Education Training Division - MH Training Coordinator
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DEADLINE: **April 17 or when maximum capacity is reached**

CONTINUING   **3 hours for BBS, BRN, CCAPP-EI**
EDUCATION: **CE for Psychologist**

COST: **NONE**

DMH Employees and Contract Providers register at:
https://eventshub.dmh.lacounty.gov/