

TRAUMA INFORMED DE-ESCALATION

DATE & TIME:

February 3, 2026

1:00pm - 4:00pm

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

PLACE:

ONLINE – Via ZOOM

A link will be emailed to training participants upon confirmation.

DESCRIPTION: This three-hour (3hr) 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. Explain precipitating factors leading up to the escalated incidents.
2. Define the crisis development model.
3. Demonstrate the goals of de-escalation.
4. Apply three active listening skills.
5. Discuss awareness of non-verbal communication and its impact on de-escalation.
6. 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
rguillermo@dmh.lacounty.gov

DEADLINE:

January 26, 2026 or when maximum capacity is reached

**CONTINUING
EDUCATION:**

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

COST:

NONE

DMH Employees and Contract Providers register at:

<https://eventshub.dmh.lacounty.gov/>