

## TRAUMA INFORMED DE-ESCALATION

**DATE & TIME:**

**January 28, 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**

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**DEADLINE:**

**January 20, 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/>**