

Registration Form

# Verbal De-escalation of Aggressive Clients and Customers

Registration Fee: \$50.00

Price includes CEU's. Lunch is **not** included.

CEU's Requested: \_\_\_ Yes \_\_\_ No

Registration Deadline: May 17, 2011

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Special accommodations needed due to a disability: \_\_\_\_\_

**Please make checks payable to:**

Area Agency on Aging Region 9, Inc.  
60788 Southgate Road  
Byesville, Ohio 43723

Telephone inquiries to 1-800-932-7277  
extension 4912 voice or fax 740-439-3592

## Directions to Dutch Valley Restaurant

*1343 Old Route 39, Sugarcreek, Ohio*

From 77 North, take the Sugarcreek/Dover exit. Turn left on State Route 39. Follow this road approximately 6 1/2 to 7 miles until you come to Dutch Valley Road/County Road 46. You will then turn left. The Dutch Valley Restaurant will be on your left.

From 77 South, take the Sugarcreek/Dover Exit. Turn right on State Route 39. Follow the same directions as above

## Continuing Education Units

The Area Agency on Aging Region 9, Inc. is an approved provider of Continuing Education Units by the Ohio Social Worker Board. This offering has been approved for 5.5 contact hours for Licensed Social Workers Provider # RSX029802. The Ohio Board of Nursing accepts events approved for Social Workers for Continuing Nurse Education.



**AREA AGENCY ON AGING  
REGION 9, INC.**

PRESENTS

# Verbal De-escalation of Aggressive Clients and Customers



*May 24, 2011*

*9:00 a.m. 4:00 p.m.*

*(Registration begins at 8:30am)*

**Area Agency on Aging - Region 9, Inc.**  
**60788 Southgate Road, Byesville, OH 43723**  
Voice(800)945-4250 ~ Fax(740)439-3592  
*Serving Ohio's Belmont, Carroll, Coshocton, Guernsey,  
Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas  
counties for over 25 years*

Funded in part by the Ohio Department of Aging

## Verbal De-escalation of Aggressive Clients and Customers.

May 24, 2011 9-4

- Location: Dutch Valley Restaurant
- Costs: \$50.00
- Price includes CEU's
- Lunch is not included
- Registration Deadline: May 17, 2011

### Learning Outcomes:

At the conclusion of this workshop participants will.....

- ◆ Understand the violence cycle and how to interrupt it.
- ◆ Be able to detect 14 warning signs of impending violence
- ◆ Know how to spot and counteract safety threats while visiting clients in their homes and neighborhoods.
- ◆ Recognize signs of escalating situations and respond with a four step verbal de-escalation process to interrupt the Violence Cycle.

### Description

How safe are you at work? Statistics show that in today's current climate, one in four workers will be attacked, harassed or threatened on the job, yet workplace violence is preventable.

Because episodes of violence are hard to predict, it is advisable for all workers to possess skills in detecting potentially disruptive situations and defusing them. This seminar will present both organizational and individual strategies that can be implemented in social service settings to curtail violent episodes. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own "war stories" and increase the skills and knowledge you need to keep yourself and others safe at work.

### About the Trainer

Lou Vincent is the Products and Production Manager with the firm of Rizzo & Associates. He has also served the firm as a trainer and consultant for over a decade.

Prior to coming to Rizzo & Associates, he was employed as a Supervisory Administrator at Boys Village, a residential treatment center for adolescent boys in Smithville, Ohio. He holds a certification in Organizational Behavior from Herriot Watt University in Scotland and is currently a Master's Candidate in their MBA program.

Lou's "pleasing personality" and down-to-earth wisdom make for an insight-provoking, pleasant, and interesting training experience. He has conducted over 2500 seminars with audiences from governmental institutions, health care facilities, and associations. He specializes in the topics of diversity, human resource development, systems approaches and workplace violence.