



NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™

# Communicate to De-Escalate

## *Workshops for Frontline Employees*



**Whether it's at work, school, or in the community, we've all seen a rise in divisiveness that can often spark larger conflict. When emotions intensify, conflicts escalate, leaving people more at odds than they were before.**

Learning de-escalation techniques will prepare frontline employees to navigate difficult conversations and maintain safety, respect, and dignity for everyone involved, while helping to slow down, reduce, or prevent further conflict.

The National Conflict Resolution Center (NCRC) has been providing communication and conflict resolution training to government, law enforcement agencies, companies, universities, and community groups across the U.S. for more than 40 years. Recognizing the unique challenges frontline employees face, NCRC developed a communication and de-escalation training to help them navigate conversations with members of the public to maintain safety and communicate effectively.

### **This interactive training builds on NCRC's proven "ART" communication strategy – Active Awareness, Responding Respectfully, and Troubleshooting Together:**

- By being Actively Aware, participants develop strategies to process their own thinking and manage how it is impacting their interaction with the public.
- In Responding Respectfully, you hone active listening skills to allow individuals to feel heard. Doing so helps de-escalate tense situations and allows you to identify the needs driving the conflict.
- Troubleshooting Together is an opportunity for you to problem-solve along with others to reach a resolution by giving options, employing objective criteria, and drawing on shared values.
- Along with the entire ART strategy, the training includes additional verbal and nonverbal de-escalation strategies.

**For more information, please contact  
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