

# Conflict De-Escalation

California schools and public agencies face countless security risks including theft, vandalism, arson, acts of violence, and Criminal Mass Casualty (CMC) incidents. Keenan IMReady services are specifically developed to help schools and public agencies address these issues to facilitate a safer environment. The IMReady program works to mitigate risks while maintaining business continuity.

Keenan IMReady team members have more than 45 years of combined law enforcement and military experience, coupled with more than 50 years of risk management experience. Team members maintain ongoing communication and collaborate with state and federal law enforcement as well as emergency management agencies, to ensure that they remain current and relevant.



## Background

Unfortunately, workplace conflicts have become a common occurrence. Whether your staff works in education, healthcare, municipalities, or any other industry, it is inevitable that they will be faced with an internal or external conflict at some point. The manner in which those conflicts are handled can play a critical role in the outcome of the situation. Successful resolution of any conflict will ultimately depend on an individual's ability to employ effective de-escalation techniques and negotiate a more positive outcome for the situation.

While there is no pre-determined outcome for verbal conflicts we do know that employing proper de-escalation techniques can dramatically reduce the potential for increased aggression, violence, and physical danger to your staff. Successful de-escalation is also a key factor in providing good customer service to your internal and external stakeholders.

## Process

Keenan's IMReady "Conflict De-Escalation" (CD-E) training is specifically developed to empower your employees with the knowledge and tactics required to decrease the potential for workplace violence and to increase the probability of favorable resolution of workplace conflicts. Instructors place emphasis on development of specialized verbal and non-verbal skills that empower employees to effectively de-escalate potentially dangerous situations. This training specifically focuses on conflict de-escalation in the workplace, however, the principles and tactics learned can also apply to situations that occur outside of the employees work environment.

## Conflict De-Escalation *(continued)*

Keenan IMReady CD-E training is an interactive session that provides students with a realistic opportunity to apply what they have learned in the course in a controlled supportive environment. This type of training will improve their ability to react in a purposeful manner during an actual high stress situation.

Concepts covered in CD-E include, but are not limited to:

- Reduction of dangerous situations through conflict de-escalation
- Reversing the course of threatening situations
- Increasing personal safety and the safety of others during an incident
- Developing good listening skills
- Re-direction tactics and techniques
- Body language and non-verbal strategies
- Verbal communication tools

### Additional IMReady Services Offered:

- Crisis First Responder for Schools (CFR-S)
- Security and Behavioral Health Assessment (SaBH)
- Threat and Physical Security Assessment (TaPS)
- Comprehensive School Safety Plans (CSSP)



- Executive Emergency Management Training (Roles and Responsibilities)
- Surviving an Active Assailant
- Facility Design and Security Characteristics
- Emergency Operations Planning (EOP) Development
- Senate Bill 390 Security Officer Certification Course
- Continuing Professional Training for Security Officers (CPT-S)

### How you can get started

Empower your team to execute their incident management roles and responsibilities with greater confidence and effectiveness when lives are on the line. Let us design an IMReady training program for your organization.



**To learn more about IMReady, please contact a Keenan representative at [IMReady@keenan.com](mailto:IMReady@keenan.com) or visit [www.keenan.com/IMReady](http://www.keenan.com/IMReady).**