

# CRISIS INTERVENTION & DE-ESCALATION

Thursday, May 30th, 2024  
1:00pm - 3:15pm

## SESSION DESCRIPTION

In this session, presenters will provide an introduction to crisis management and strategies for effective de-escalation of clients experiencing acute mental health distress. Content will address common physical, psychological, and environmental factors precipitating the onset of crisis and provide intervention strategies for intervening at various points along the crisis wave. Attendees will be invited to reflect on difficult experiences in the workplace and understand the importance of self-awareness and self-reflection when facing clients in crisis. Facilitators will also provide resources for dealing with crisis scenarios beyond the scope of the agency's abilities.

## LEARNING OBJECTIVES

- Describe the Thoughts-Feelings-Actions cycle
- Identify precipitating factors to the onset of crises
- Differentiate de-escalation/intervention strategies for stages on the crisis wave

## Target Audience

Social service providers and helping professionals with direct client contact, and their supervisors

## Course Delivery Format

Live webinar

## Interactivity

This course will offer real-time polling, group discussion prompts, break-out groups, and 15 minutes of Q&A time.

## Social Work Practice Level

This course is appropriate for beginner and intermediate BSW/MSW learners

## Social Work Credit Hours Offered

2 clinical CE credits\*

## Fees

\$25 general registration; additional \$5 for registration with social work CE credit



## To register, please visit:

[go.housingfirstuniversity.org/crisis530](https://go.housingfirstuniversity.org/crisis530)

Upon receipt of payment, attendees will receive a receipt via email with the link to finalize their course registration with Zoom. Information for accessing the live webinar will then be sent directly from Zoom.

## For questions or concerns, please contact:

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## To request an accessibility accommodation, please email:

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Training Specialist



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Training Specialist

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## COURSE COMPLETION REQUIREMENTS

Attendees must attend the entirety of the virtual session with system video and audio enabled to participate and respond to all poll questions and activities. Certificates will be distributed to participants via email within two weeks of the course's conclusion. Attendees must complete a course evaluation within 48 hours via Google Forms to receive a certificate. Course evaluation links will be distributed during the session and via email immediately following the training. Individuals must attend the live webinar in order to receive a certificate of completion.

## SYSTEM REQUIREMENTS

Webinar participants must have access to a computer, tablet, or smartphone with high speed Internet, microphone, speakers, webcam, and a (free) Zoom video conferencing account.

### Accreditation information

<https://go.housingfirstuniversity.org/accreditation>

### Grievance policy

<https://go.housingfirstuniversity.org/grievance>

### Security policy

<https://go.housingfirstuniversity.org/security>

### Cancellation & refund policy

<https://go.housingfirstuniversity.org/cancel>

### Schedule

12:50-1:00 PM	Virtual training room opens
1:00-1:10 PM	Welcome, Introductions, & Check-in
1:10-1:40 PM	The what & why of crisis
1:40-2:05 PM	Preparing ourselves to manage crises
2:05-2:15 PM	Break
2:15-2:45 PM	Endings & follow-up
3:00-3:15 PM	Closing remarks, Q&A

