



DE-ESCALATION

TRAINING FOR STREET-FRONT RETAILERS

WEBINAR

During these challenging times, stress levels are higher for everyone. In this webinar, we'll explore using supportive communication and de-escalation skills in the era of COVID-19 as well as with individuals who may be street-involved or displaying agitated behaviours.

Co-Facilitated By:



Rebecca Higgins

A mental health educator since 2010, with over 18 years of community & social services experience, having worked in Brazil, Ireland and Honduras.



Jan Krouzil

Lead of Downtown Yonge BIA's Community Engagement Team since 2018, Jan works directly with businesses dealing with escalated situations in real-time. He has also worked in Toronto's social services sector for many years.

Dates

Morning Sessions

1. September 22, 2020
9:00 am-11:00 am
2. October 6, 2020
9:00 am-11:00 am
3. October 22, 2020
9:00am-11:00am

Afternoon Sessions

- 1 September 24, 2020
12:00pm-2:00pm
2. September 30, 2020
12:00pm-2:00pm
3. October 1, 2020
12:00pm-2:00pm

Afternoon Sessions (cont'd)

4. October 8, 2020
12:00pm-2:00pm
5. October 15, 2020
12:00pm-2:00pm
6. October 28, 2020
2:00pm-4:00pm
7. October 29, 2020
12:00pm-2:00pm
8. November 3, 2020
12:00pm-2:00pm
9. November 5, 2020
12:00pm-2:00pm

[Click here to RSVP](#)

Sessions are capped to a maximum of 25 attendees