WHAT is C.A.R.E. Training:

De-escalation Management

- Using verbal deflection which briefly acknowledges a verbally abusive person's insults/aggression but then immediately follows with a conjunction that redirects the conversation back to the point at hand.
- Avoidance of repetitive phrases due to lack of training. i.e. You don't know what else to do except repeat the phrase,
- Use of backfire language. Avoid the natural tendency to fill people with adrenaline. (ex. Calm down, relax, do you want to go to jail?)
- Providing options, pose requests as a positive option that shows a person what they stand to benefit from cooperation, plays to feelings of fairness and let's subject decide outcome.
- Identification of actual workplace violence warning signs focusing on pre-incident indicators.
- Safe termination of employees using proper room set up, communication and security procedures

Situational Awareness & Crime Prevention

- Developing a 360-degree mindset
- Establishing an awareness baseline
- Prevention and response to critical incident
- Scenario based problem solving

Strategies for reducing the risk & anxiety surrounding workplace violence in healthcare

- Understanding actual workplace violence statistics and prevention in healthcare. Active Shooter vs. Targeted Violence, Intimacy Effect, Spillover Effect. Predatory Incidents vs. Impulsive/reactive incidents. How to create up standers from bystanders to help prevent violence
- Identification of actual workplace violence warning signs focusing on pre-incident indicators
- Safe termination of employees using proper room set up, communication and security procedures
- Scenario events that are reality based with participant involvement