

# QUEST SERIES

**QNET presents:**

## **De-escalating Potentially Violent Situations**

**Wednesday, October 28, 2015 – 8:00 a.m. to 10:00 a.m. – Breakfast Presentation**

**Location: QNET - Suite 660, 175 Hargrave Street, Winnipeg**

For those who work in an environment where there is potential for violence, it is important to develop the skills needed to defuse dangerous situations. This presentation will teach people to de-escalate potentially violent situations through assertiveness and interpersonal communication. Participants will leave the training with a better understanding of how to assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.

At this breakfast session, you will learn about:

- Potential Perpetrators
- High Risk Factors
- Anger Escalation and Violence
- Approaching and Containment Strategies
- When and How to Disengage

### **Presenter:**

Randy Grieser, MSW, RSW, is the Director of the Crisis & Trauma Resource Institute Inc. (CTRI). He holds a Master of Social Work degree and a Bachelor's degree in Conflict Resolution. Randy has also completed advanced training in threat assessment and management. Prior to becoming the Director of CTRI, he worked directly with issues violence prevention and critical incident management while employed in the areas of mental health, counselling and crisis management within community, school and hospital settings. Randy is a dynamic presenter who delivers content-oriented presentations that are both engaging and informative. As Director of CTRI, he provides the over-all direction of the development and delivery of CTRI's workshops and services, including training and consulting related to mental health, crisis response and violence prevention.

**Fee:** (includes a light breakfast)

- \$29.00 + GST for Members of QNET and APICS
- \$39.00 + GST for Non-Members

*This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Services, Jobs and the Economy, Province of Manitoba.*

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



**QNET**  
Suite 660, 175 Hargrave Street  
Winnipeg, MB R3C 3R8  
Phone: (204) 949-4999  
Fax: (204) 949-4990  
mail@qnet.ca  
www.qnet.ca