

# Pause, Process and Proceed:

# **Practical De-Escalation Skills**

## Turning Workplace Conflict Into Opportunity

Our *De-Escalation Training* is built for real workplaces, real people, and real challenges. We focus on clear, calm, practical strategies to deal with conflict **before it gets out of hand**.

It's hands-on, skills-based training that works in high-pressure, fast-paced, and male-dominated environments—but it's for anyone who works with people.

### What You'll Learn

- What causes conflict—and how to prevent it from escalating
- How to stay calm under pressure
- Communication tools that work in real situations
- How to set boundaries and take accountability
- Ways to turn tension into respectful dialogue

### Why it Works

- Built for day-to-day workplace realities
- Focuses on what you can control
- Helps you stay grounded under stress
- Respects different communication styles & work cultures

### Who It's For

This training is built for:

- Frontline & employees
- Supervisors & team leads
- Union reps, shop stewards & HR professionals
- Managers & senior leadership

Especially relevant in fast-paced, high-pressure, and male-dominated environments (like marine, construction, and trades)—but valuable for any workplace where people work with people.

A training program by:



***Conflict is inevitable.***  
***The key is knowing how to handle it.***



# Why De-escalation Matters

Conflict doesn't have to spiral. When handled with skill, it can lead to better understanding, stronger relationships, and a healthier workplace.

## Our Program

- Focuses on what is in our control to promote a safer workplace and more positive interactions with others
- Recognizes conflict as a powerful opportunity for growth and new perspectives when approached constructively
- Equips participants with practical tools that empower them to de-escalate and resolve tense situations effectively

**What makes our de-escalation training different** is that it's designed for real people in real workplaces. It's not just theory- it's about practical, down-to-earth strategies that anyone can use, no matter their role or background.

The training is laid out in a simple, straightforward way, with realistic expectations and examples that reflect everyday challenges. Whether you're on a job site or in an office, you'll walk away with tools that actually make sense in the moment—and feel doable.

***"Our de-escalation training gives people the tools they need to handle conflict in a way that actually works. It's about helping folks understand themselves and others a bit better, so when things get tense, they feel more confident and know how to respond in the best way possible — no matter what comes their way."***

– Ninu Kang, Executive Director, EVA BC



For over 30 years, the Ending Violence Association of BC (EVA BC) has supported hundreds of programs and trained thousands across the province. We work with some of BC's largest employers and unions to build respectful, inclusive, and safe workplace cultures.

Clients include:



**Ready to Get Started? [Contact us to schedule a consultation.](#)**

## Conflict

The first module explores conflict and its root causes, keeping in mind that conflict itself is not a problem – it's how we respond to it that matters most.

### Core Topics:

- Two perspectives to every conflict
- The root cause of conflict

## Awareness: Self and Others

To handle conflict in a positive way, we first need to **pause** and think about how stress shows up in ourselves and the people around us.

### Core Topics:

- How stress affects your brain and body
- Reframing to build empathy and understanding for others
- Boundaries and why they matter

## Strategies to Prevent Conflict

This module shows us what good communication really looks like and shares skills and strategies to think about as we process how to deal with conflict.

### Core Topics:

- Effective communication: The power of non-verbal gestures
- Using 'tactical' empathy

## Strategies and Skills for De-Escalation

This module is all about knowing how to proceed when things start to get tense. It's a chance to apply the strategies and skills built in earlier modules.

### Core Topics:

- What does escalation look like?
- Applying de-escalation techniques

## Accountability and Resolutions

Once things calm down, there's an opportunity to focus on accountability and finding a resolution. This module dives into what that really means, and how we can prevent future conflict.

### Core Topics:

- Tools and skills for accountability and conflict resolution

## Scenarios

The final module allows us to put everything we learn into practice with realistic scenario-based learning.

### Core Topics:

- Applying knowledge and skills through scenario-based learning

# What Our Training Covers



Our De-Escalation Training helps participants:

- Understand what **causes conflict** and why it happens
- **Recognize your own reactions** and how to stay calm in stressful situations
- Learn **simple communication strategies to prevent conflicts** from getting worse
- Practice ways to **defuse tense situations**
- **Take responsibility** and find solutions to resolve conflict
- Approach conflict as an opportunity for growth

## Training Options

All training is delivered to a variety of workplaces and organizations (not public/drop-in). Fees for the training program vary. Please contact us for more information.

### 90-Minute Session:

A condensed session covering the basics of conflict and key de-escalation techniques.

- **Duration:** 90 minutes
- Great for: Learning foundational skills

### Half-Day Session:

A 3-hour interactive training focused on communication, emotional awareness, and practical strategies.

- **Duration:** 3 hours
- Great for: Teams looking to build strong, practical conflict skills

### Train-The-Trainer:

Prepare internal facilitators to lead de-escalation training within your organization.

- **Duration:** 2 full days
- Includes:
  - In-depth content + facilitation skills
  - Interactive practice sessions
  - Includes participant materials & facilitator guide

## Want to bring our de-escalation training to your workplace?

Reach out through [our consultation form](#) and we'll set up a time to learn about your goals, walk through the options, and help you choose the right format for your team.

*Our training programs are offered exclusively to organizations and are not available to individuals or the public.*



[Learn more](#) about our program and other training opportunities for workplaces and communities.