

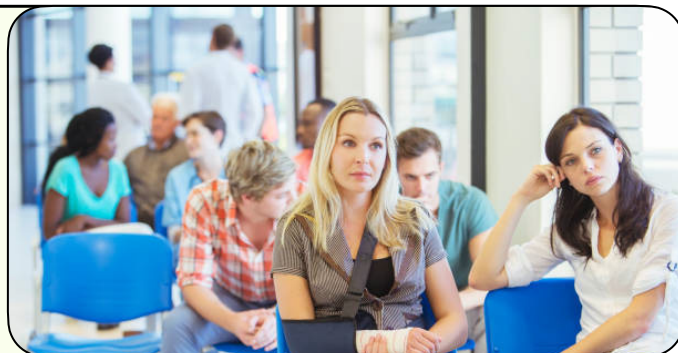
WA Urgent Care - De-escalation Workshops

Midland UCC

Thursday 21st August 2025

Quest Midland

3 The Crescent
Midland, Western Australia 6056



Importance of de-escalation training

Aggression and violence in healthcare settings are a serious issue. An increasing number of healthcare workers, particularly nurses and frontline staff, are reporting exposure to a high prevalence of verbal and physical aggression.

By employing specific de-escalation techniques healthcare professionals can take better control of their emotions, gain deeper understanding of their client and the situation, therefore preventing the escalation of volatile behaviour.

On successful completion of the program, you will be able to:

- Recognise the psychological factors that drive escalation, and how the brain's threat response affects behaviour during conflict
- Apply practical self-regulation and emotional self-management techniques
- Apply techniques on emotional regulation while demonstrating empathy and respect during conflict
- Employ communication strategies to shift individuals from reactive, emotion-driven states to more rational, calm states through de-escalation practices
- Create an environment that reduces triggers for escalation, ensuring patient and staff safety
- Balancing patient care and maintaining safety and policy management in the healthcare setting

De-escalation training equips healthcare workers with the skills and knowledge to manage challenging behaviour effectively and prevent escalations into more severe incidents.

To allow maximum participation, 2 sessions will be delivered on the day. Please register below to secure a place.



Session 1 - Thursday 21st August

9.00am to 12.30pm

Click **HERE** or scan the
QR code to register



Session 2 - Thursday 21st August

1.30pm to 5.00pm

Click **HERE** or scan the
QR code to register

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