



CYBERALA

FREE Monthly Webinar Services Presents:

5 to Stay Alive

Tuesday, June 20, 2017 at 2 p.m. (Eastern)

When a hostile person who self-reported carrying multiple weapons stormed the front desk and made threats, Joyce safely resolved the incident without any formal training in de-escalation and without back-up.

Debriefing the incident, Joyce saw some possibilities to better prepare the office and herself in the event another incident occurred. Looking online, she didn't find much information on this topic.

No training or amount of preparation can guarantee a positive outcome. However, there are some things that can at least improve the odds. Joyce sets out to share some of the things she identified in this presentation.

This presentation offers an opportunity to:

- Hear the story that compels a Safety Plan
- Survey 5 Steps to take now that may improve the outcome in the presence of a hostile person
- Identify 1 topic that can help to recognize, prevent, or reduce hostility and also be beneficial in everyday conversations
- Learn some points to consider when creating a Safety Plan specific to incidents involving hostile people
- Discover why an active shooter scenario and a hostile person incident may necessitate different strategies



Joyce Lynn Elder is a former attorney and mediator with a background in substance abuse counseling, association management, and research interviewing. She is also certified as a coach, consultant, and trainer of neurolinguistics and has received training in legislative advocacy. Based on incidents with hostile people, Joyce founded the Beyond De-escalation System using her eclectic background. She also trains attorneys in nonverbal communication strategies. Her most recent course, 5 to Stay Alive, discusses safety plans for incidents involving hostile people.



Register At:

<http://anymeeting.com/PIID=ED50DE8881483D>

Your registration confirmation email will include a link for adding to your calendar.

CLM_{SM} App Credit for Functional Specialists:

1 hour in the subject area of Operations Management (OM) towards the additional hours required of some Functional Specialists to fulfill the CLM application.

CLM_{SM} Recertification

Credit: 1 hour in the subject area of Operations Management (OM).

Please add no-reply@anymeeting.com or *@anymeeting.com to your email whitelist to keep their emails from being blocked or sent to junk mail.



Subscribe

Please subscribe to our [Webinar Mailing List](#).