



Strategic Communications and Disengagement Strategies for Healthcare

DATE:

Saturday, November 11, 2023

TIME:

8:00 a.m. – 4:30 p.m.

COST:

\$33.74

(\$4.50 if over 62 years old)

Bring check or money order payable to WCTC. No credit cards or cash accepted.

LOCATION:

WCTC
800 Main Street
Pewaukee WI 53072

CONTACT:

Tom Vento
(262) 691-5075
TVento@wctc.edu

REGISTER ONLINE:

www.wctc.edu/cjtraining

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Strategic Communications and Disengagement Strategies for Healthcare:

This course is designed for individuals in healthcare or who are entering the healthcare profession and involved with direct patient care. This course is broken down into two phases:

- Phase 1 – This phase will include recognizing violence in healthcare and how to use de-escalation strategies to lessen the likelihood of becoming a victim of that violence.
- Phase 2 – This phase will teach disengagement strategies from common physical attacks common to healthcare.

At the completion of this course participants will be able to:

- Understand the dangers in a healthcare environment.
- Recognize early warning signs a situation is escalating.
- Identify strategies to verbally de-escalate situations.
- Identify strategies to keep yourself safe when verbal de-escalation is not working.
- Demonstrate personal protection and disengagement strategies to be used when confronted with an individual who is attempting to harm you.

What to bring:

- Note taking materials
- Wear comfortable clothing
- Athletic shoes

Instructor:

Steve Harlow has over 35 years of Law Enforcement and training experience including over 30 years as a use of force instructor for the State of WI. Steve is also a subject matter expert and has given expert witness testimony in the area of use of force. After his retirement from full-time law enforcement, Steve accepted a position as the Security Training Coordinator for Froedtert Health where he has established, developed and oversees the security department's training program. Steve has also developed numerous programs for the systems healthcare staff in the areas of Workplace Violence, Strategic Communications, De-escalation and Personal Safety. Steve has also applied his expertise and experience to develop additional de-escalation and workplace violence programs for a variety of business entities.