INTERNAL COMMUNICATION FORM DEPARTMENT OF HUMAN SERVICES	Suspense: VDE0817 08/02/17 VDE0917 08/29/17
Subject: VERBAL DE-ESCALATION TRAINING - OAHU	Originator: W. Ikemori/PERS-TS x-64971

To: SOs, DAs, EDIRs From: PERS Date: 07/07/17 Memo No. 1

PERS is pleased to announce the next series of "Verbal De-escalation" training classes. Participants will learn to sharpen their communication skills, maintain self-control, learn to avoid responses that can provoke escalating interactions, and develop strategies that enable reasonable resolutions.

DESCRIPTION: This half-day course will provide participants concepts to prevent and maintain control over potentially escalating situations. They will learn to improve their listening abilities using three guiding skills, reflect on the deescalation process, and apply techniques using inquiries that provide empathy and validation to their clients.

PRE-REQUISITE: Attended Quality Client Service Training

SCHEDULE: Session: VDE0817 Wednesday, August 23, 2017
VDE0917 Tuesday, September 19, 2017
Time: 8:00am to 12:00pm
Place: Queen Liliuokalani Building, Conference Rooms 1 & 2

REGISTRATION: Please submit a prioritized list of nominees on a DHS 104 form no later than the suspense dates listed above. Please note that class size is limited.

COST: None

PARKING: Participants need to arrange parking through their respective branch or division administration. Carpooling or use of public transportation is also encouraged.

Requests for accommodations (e.g., sign or other language interpreter, large print materials, van accessible parking) must be received by PERS-TS no later than ten working days prior to this training event. Please contact Pauline Chun at 586-4970 or 586-4959 (TTY) if you have questions regarding registration procedures or accommodations. Although each DHS office will try to fill your request, resources are limited. If a resource is not available, an alternative method will be used to meet your need.

Ronald N. Ishikawa
PERS

Attachment
c: DIR