INTERNAL COMMUNICATION FORM DEPARTMENT OF HUMAN SERVICES	Suspense: VDE0218 02/05/18
Subject: VERBAL DE-ESCALATION TRAINING - OAHU	Originator: R. Honjo/PERS-TS x-64972

To: SOs, DAs, EDIRs From: PERS Date: 1/16/18 Memo No. 1

PERS is pleased to announce the next "Verbal De-escalation" training class. 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 de-escalation process, and apply techniques using inquiries that provide empathy and validation to their clients.

PRE-REQUISITE: Attended Quality Client Service Training

SCHEDULE:
Session: VDE0218 Tuesday, February 27, 2018
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 these training events. 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.

Bonnie H. Utashimoto
PERS

Attachment
c: DIR