

INTERNAL

COMMUNICATION FORM

DEPARTMENT OF HUMAN SERVICES

Suspense:

VDE0418 03/09/18

VDE0618 05/16/18

Subject: VERBAL DE-ESCALATION TRAINING - OAHU

Originator: R. Honjo/PERS-TS
x-64972

To: SOs, DAs, EDIRs

From: PERS

Date: 2/23/18

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:	VDE0418	Tuesday, April 03, 2018
	VDE0618	Tuesday, June 05, 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.



PERS

Attachment
c: DIR

DEPARTMENT OF HUMAN SERVICES
DHS 104
Request to Attend PERS or DHRD Sponsored Training

COURSE TITLE: Verbal De-Escalation (VCC) SESSION DATE: April 3 or June 5, 2018
 COURSE CODE/SESSION NUMBER: VDE0418 or VDE0618 TIME: 8:00am – 12:00pm
 COLLEGE/VENDOR: _____ LOCATION/ROOM: QLB, Conf. Rm 1 & 2
 P.O. NO./UNIFORM ACT CODE(Required): _____ COURSE FEE: 00.00
 CONTACT PERSON: _____ TELEPHONE: _____

INSTRUCTIONS:

1. Submit this form ORIGINAL ONLY approved/signed by SO/DA to PERS-TS at least fifteen (15) workdays prior to the start of the training.
2. List names in order of priority.
3. In the designated spaces, type the Name, Employee Identification No.(refer to back of DHS Employee Identification Badge), Position Title, Division, Bargaining Unit, and Telephone No. for each applicant.
4. Use the following codes to indicate any special needs in the SPEC NEED column: P=Parking, PA=Personal Assistance, R=Reader, N=Note Taker, O=Other (indicate).
5. Provide a Purchase Order Number or Uniform Act Code (appropriation and act code) when indicated on the course announcement.

SPEC NEED	NAME (LAST, First MI)	IDENTIFICATION NUMBER	POSITION TITLE	SO/DIV	BU	TEL. NO.

 SO/DA DATE DIRECTOR DATE

COMMENTS:

