

## **Quality and Safety Learning Module: De-escalation for Non-Clinical Environments**

Due to resounding requests within the Quality and Safety portfolio, and partner portfolios, the QS Learning and Program Development department has developed a new training module, “De-escalation for Non-Clinical Environment”. This course has been developed to support Occupational Health and Safety and other SHA staff members in de-escalating brief in-person interactions as well as virtual and telecommunication interactions.

This De-escalation module covers the following topics:

- Implicit Bias & Equity in Care
- Cultural Competence
- Communication Tips
- Emotional Literacy
- Professional Boundaries
- Conflict Engagement
- Receiving Feedback
- Non-complimentary Behavior
- Tips & Tools for De-escalation

The total completion time for this module is approximately 2.5 hours. You are encouraged to stop and start the course as needed; you will be able to continue from where to left off at any point in the module.

Please see the attached instructions to register for this module.