



DE-ESCALATION

TRAINING FOR STREET-FRONT RETAILERS WEBINAR

During these challenging times, stress levels are higher for everyone. In this webinar, we'll explore using supportive communication and de-escalation skills in the era of COVID-19 as well as with individuals who may be street-involved or displaying agitated behaviours.

Co-Facilitated By:



Rebecca Higgins

A mental health educator since 2010, with 20 years of experience in community health, social services and education and a Masters degree in Social Work.



Jan Krouzil

Lead of Downtown Yonge BIA's Community Engagement Team since 2018, Jan works directly with businesses dealing with escalated situations in real-time. He has also worked in Toronto's social services sector for many years.

Remaining Dates

Morning Sessions

1. March 26, 2021
9:00am-11:00am
2. April 20, 2021
9:00am-11:00am
3. May 4, 2021
9:00am-11:00am

Afternoon Sessions

1. April 8, 2021
12:00pm-2:00pm
2. May 13, 2021
12:00pm-2:00pm

[Click here to RSVP](#)

Sessions are capped to a maximum of 25 attendees