



ADVANCED
DE-ESCALATION
TRAINING
FOR
MEDICAL
SERVICES

 760-515-3911

 www.TheIdea.World

International De-Escalation Assoc. - IDEA

CALM AN ANGRY
PERSON IN SECONDS!

ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

Calm An Angry Person In Seconds!



Enhance The Skills That Your Employees Already Have!

You've been working in Medical Services "forever"

You already know how to "talk to people"

SO...

We don't teach the basics.

We teach what you NEED to do in that critical moment.

We're the missing piece of the puzzle - we fill the gap.





YOUR PROBLEM?

Some days are just tough. You're dealing with patients, families and the emotions that they're dealing with. And, quite frankly, they're probably spewing them all over you.

As a Medical Services Provider, you work with people during some of the worst days of their life.

Emotions are running high, Survival State thinking is controlling them, and conflict is RAMPANT. Oftentimes, they're pretty unreasonable and well ANNOYING at the very least!

You probably feel like no one can understand the stresses you're under and the frustrating people you deal with every day!

What would you give to know how to calm the situation BEFORE it gets out of control? When it's JUST a LITTLE spark and not a full on BONFIRE!

OUR SOLUTION!

Our Training teaches you how to "Calm An Angry Person in Seconds."

We work with 3 Pillars - Neuroscience, Personality Science, & Core Human Drivers. What we teach isn't BASED on science, it IS science! So... it works with everyone!

The skills are > easy to understand, > easy to remember and > even easier to implement to quickly calm an agitated person and rapidly resolve emotionally charged situations.

You and your staff need these proven, simple, intuitive tools to make your job easier, your patients happier, and YOUR days more enjoyable.



ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

TRAINING AVAILABLE

See following pages for program details

- ✓ LEVEL 1 – MEDICAL SERVICES CORE TRAINING
- ✓ LEVEL 2 - ADVANCED/REFRESHER TRAINING
- ✓ LEVEL 3 – SUPERVISOR TRAINING
- ✓ LEVEL 4 – INSTRUCTOR CERTIFICATION

PLEASE NOTE:

All training quoted in this document is Live Virtual/Online.

In-Person Training options are available with additional cost for travel.

Simply contact us for more information.

****See Page 9 for ALL that you get with this training!***



ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

Level 1 – Medical Services Core Training

LIVE VIRTUAL ONLINE TRAINING

TIME = 2 Days / 4 Hours Per Day / 8 Hours Total

TUITION = \$295 per person*



DESCRIPTION

High conflict situations can occur in any moment for Medical Staff. When you add the emotions of the patient and family that often run so high during these times, dealing with people in these circumstances can be draining, difficult, and dangerous!

Advanced De-Escalation Training...

- Risk Assessment & Decision-Making Model
- Persuasion & Rapport-building
- Maintaining Staff & Patient Safety

ALONG WITH... IDEA's 3 Pillars of De-Escalation...

- **Neuroscience** – How to communicate using Brain Science to move yourself & others out of SURVIVAL STATE & into EXECUTIVE STATE
- **Personality Science** – How to communicate using words that others can BEST HEAR
- **Core Human Drivers** – How to communicate PERSUASIVELY based upon the other person's MOTIVATION

****See Page 9 for ALL that you get with this training!***



ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

Level 2 – Advanced / Refresher Training

LIVE VIRTUAL ONLINE TRAINING

TIME = 2 Hours (Prereq. Level 1)

TUITION = \$125 per person*



DESCRIPTION

Seasoned Medical Staff have received Training over and over. Refreshers are necessary - but may cause some serious "eye-rolls" if the training is the same old stuff... again!

Our Advanced Training covers topics that will add NEW Tools that experienced Staff will be able to implement immediately for better than ever results.

Prerequisite:

IDEA's Level 1 - Medical Core Training

IDEA's 3 Pillars of De-Escalation...

- Neuroscience – How to communicate using brain science to move yourself & others out of SURVIVAL STATE & into EXECUTIVE STATE
- Personality Science – How to communicate using words that others can BEST HEAR
- Core Human Drivers – How to communicate PERSUASIVELY based upon others' MOTIVATION

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ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

Level 3 – Supervisor Training

LIVE VIRTUAL ONLINE TRAINING

TIME = 2 Days / 2 Hours Per Day / 4 Hours Total (Prereq. Level 1)

TUITION = \$195 per person*



DESCRIPTION

Supervisors need to understand what their Staff learned & how to help them implement these new skills on the job. They also get to learn how to best lead, coach and mentor their people using these same skills.

IDEA's unique De-Escalation Training provides skills that are applicable universally - whether dealing with the public, staff, friends or family.

Prerequisite:

IDEA's Level 1 - Medical Services Core Training

IDEA's Supervisor Training includes...

- Exceptional Leadership Training
- How to evaluate, coach, mentor and supervise using IDEA's De-Escalation, Crisis Intervention and Communication Mastery Skills Training
- Increase your ability to Motivate, Persuade and Influence

****See Page 9 for ALL that you get with this training!***



ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

Level 4 – Instructor Certification

LIVE VIRTUAL ONLINE TRAINING

TIME = 2 Days / 8 Hours Per Day / 16 Hours Total

(Prereq. Level 1 & Level 3)

TUITION = \$695 per person*



DESCRIPTION

IDEA's unique Instructor Certification includes Best Practices for delivering...

Advanced De-Escalation Training

- Critical Decision-Making Models
- Crisis Communication
- Operational Safety Tactics
- Integration & Scenario Practice
- Teaching Techniques
- **Train your Agency: Levels 1, 2 & 3!**

Prerequisites:

Level 1 - Medical Services Core Training &
Level 3 - Supervisor Training

IDEA's 3 Pillars of De-Escalation...

- Neuroscience – How to communicate using brain science to move yourself & others out of SURVIVAL STATE & into EXECUTIVE STATE
- Personality Science – How to communicate using words that others can BEST HEAR
- Core Human Drivers – How to communicate PERSUASIVELY based upon others' MOTIVATION

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ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

ALL Trainings Include...



ONLINE COURSE ACCESS - FOR 1 YEAR

- Any device - desktop, laptop, tablet, phone
- Video lessons
- Audio lessons - to save bandwidth or when not able to watch videos
- Transcription of videos - when audio is not an option, but you can read
- Downloadable PDF Exercise Sheets - to enhance learning & retention

FOLLOW-ON SUPPORT TRAINING

- 4 months of Implementation / Training Calls
- 2 calls per month, 45 min's long (on Zoom)
- Replay of Calls available On-Demand within 24 hours
- Submit questions via email if not able to attend the Live Session; then watch On-Demand for answers
- 1 year On-Demand access to the monthly call replays
- 4 months personalized email & text support for "Quick Questions"



UPDATE TRAINING

- 4 months of Update Lessons (perfect for Staff Training Sessions!)
- Snackable, easy to consume videos 5-10 minutes long, one per month
- Facilitator's Guide for each Lesson for Group Learning, Implementation & Discussion
- On-Demand access

BONUSES

- Weekly newsletter with content specific to training topics
- Free "Read It For Me" subscription - summarizes 3 books per week (156 books/year) into 12-minute videos, audios, and text (\$99/year value per person)
- Free 1-year Membership to the International De-Escalation Association - IDEA
- 50% discount on Relationship Transformation Course
- 50% discount on Parenting Transformation Course
- 95% discount on Quickly Overcoming Fear Course
- 10% discount on all other IDEA Training Courses



WORK WITH US!



KERRY MENSOR
EXECUTIVE DIRECTOR - IDEA

WHAT OUR STUDENTS SAY...



1 Thank you for taking the time to share with us! I learned a lot that I can take with me to use in all aspects of my life!

2 This course was just what we all needed. We got a lot of info to use to help our people feel safe and heard.

3 Great Job! Can't wait to start getting the follow-on training! Loved the speakers, they were fun and engaging.

4 Loved it! This has been the BEST Professional Development training that I've been to in my 25 year career! Thank you!

5 Your time and effort in doing this training was a huge payoff. It gave me insight in how I could have handled a situation last year much better when it happens again in the future.

6 Overall, great information and a really enjoyable day! I loved the hands-on involvement and the experiences the instructors shared with us. It brought the training to life!

Thank
-you-

GREAT
JOB!

THE
BEST

Love it



Personal Safety, De-Escalation & Conflict Management for Medical Services

We have over 30 years of experience in this area and we consistently provide the highest quality training garnering rave reviews and are the only organization that offers free follow-on refresher training and coaching.



OUR TRAINING...

All of IDEA's trainings are based on volumes of peer reviewed research and published white papers.

Our training courses use...

- >> Neuroscience
- >> Personality Science
- >> Core Human Drivers

to show you how to De-Escalate, Communicate and quickly Dissolve Conflict... even in emotionally charged and intense circumstances.

Our training is fun, engaging and highly interactive. It is delivered using Brain-centric Design employing Multiple Perspectives including Multimedia Presentations, Learning Activities and Role-Plays.

Healthcare Workers in general, and Hospice Care in particular, deal with people who are in highly stressed and highly emotional situations.

While every family enjoys its own unique dynamic and approaches end-of-life in their own personal way, there are many common factors that the vast majority of families and individuals experience.

Hospice Team members can find themselves at risk because those dynamics can create emotional situations where family members begin making poor decisions and are "reacting instead of responding."

No matter if a Hospice Team member is dealing with someone suffering an emotional crisis, mental illness, is drunk or on drugs, this transformational and life-saving training works with everyone, because everyone has a limbic system.

IDEA provides critical "aftercare" at a level of follow-up that no one in the training industry offers.

In addition to being able to review the training online, your Team will also have the ability to reach out for advice, personalized coaching and mentoring whenever they need it for a full 4 months after the initial training.

That translates into ensuring your Team members have the highest retention and implementation rates possible.



ADVANCED DE-ESCALATION TRAINING FOR MEDICAL SERVICES

LET'S DISCUSS YOUR TRAINING PACKAGE:

- ✓ LEVEL 1 – MEDICAL SERVICES CORE TRAINING
- ✓ LEVEL 2 – ADVANCED/REFRESHER TRAINING
- ✓ LEVEL 3 – SUPERVISOR TRAINING
- ✓ LEVEL 4 – INSTRUCTOR CERTIFICATION

IDEA's Advanced De-Escalation Training for Medical Services provides the highest quality, most innovative and realistic techniques available!

If you're ready for your Staff to persuade those that don't want to be persuaded and reason with those that seem to only want to yell, then...



**Contact Us Today at 760-515-3911
or Team@TheIdea.World!**

- Kerry Mensior, Executive Director IDEA

