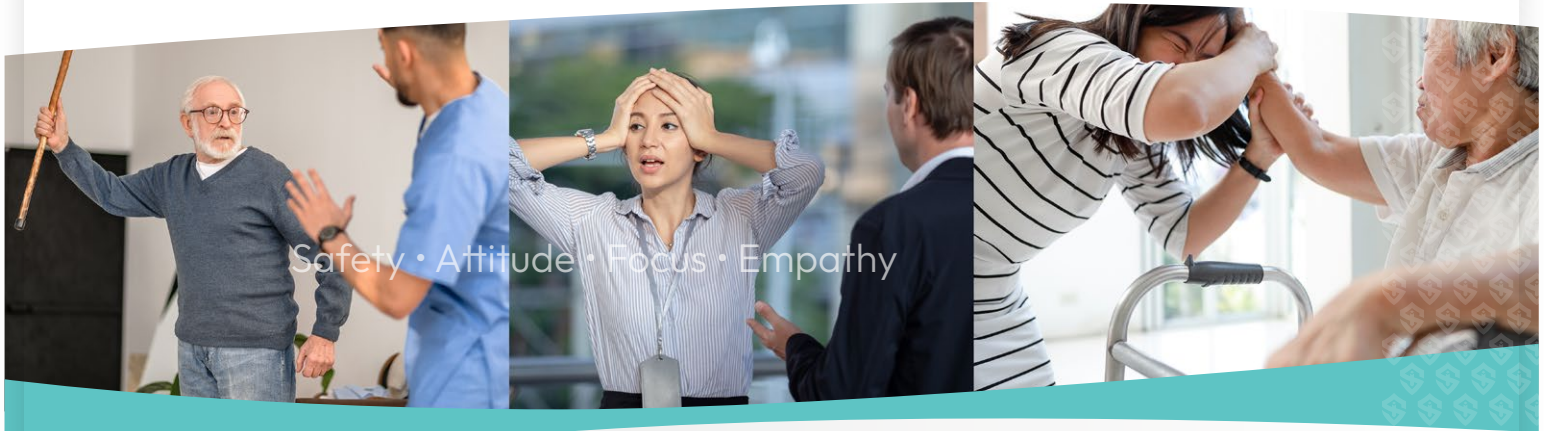


## S.A.F.E. APPROACH FOR BUSINESS



### 1-Day Conflict Management & De-Escalation Training

The S.A.F.E. Approach™ for Business is designed specifically for those in the professional, commercial, and service industries where the effective use of verbal and non-verbal communication skills can reduce the risk of negative or violent encounters with customers and the public in general.

At the heart of The S.A.F.E. Approach is the concept of recognizing potentially hazardous situations and mitigating their impact all while treating individuals with dignity and respect – a key component. We know that compassion, empathy and a comprehensive understanding of human behavior can resolve or even prevent most conflicts. It's only on rare occasion that an individual must resort to some form of defensive posture or response, but it's this key component of our training that separates The S.A.F.E. Approach™ from many others: our simple, effective and easy to remember methods for enhancing personal safety.

Businesses today face an ever increasing responsibility to care for and protect their employees. All employers have a general duty to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm. Not only must you concern yourself with quality of service or goods you provide, but you also have a duty to protect these individuals from recognized likely causes of physical harm.

There are generally three levels of training using The S.A.F.E. Approach method:

#### Level I:

(Recommended for 100% of staff.)  
2 hours of classroom instruction focused on communication, safety awareness, recognition and de-escalation of real world workplace violence situations.  
Unlimited class size.

#### Level II:

(Recommended for approximately 50-60% of staff.) Level II builds upon the skills learned in Level I.  
2 additional hours of training focused on self-protection physical skills while calling for staff and/or security rescue. Designed for employees and staff with a high level of public interaction.  
12:1 student to instructor ratio.

#### Level III:

(Recommended for approximately 10% of staff.) Level III builds upon the skills learned in Levels I and II.  
4 additional hours of training focused team skills that stabilize and control a violent individual who is a danger to themselves or others. Typical Level III students are safety and/or security officers.  
12:1 student to instructor ratio.