

Calm Not Control: The Six Rules and Seven Corollaries of Crisis Supports You NEED to Know

Presenters: Derrick Dufresne & Mike Mayer

Intended audience: All audiences

Session Description

Too many times, as a crisis is developing, staff have tried to get “control” of the situation – but that rarely works well. We have found that when we help people get calm they rarely need to be “controlled”. This is the single most important rule of crisis services.

Do you know how to prevent crises? Would you like to know what will de-escalate crises faster than anything else? Do you know what NOT to do when things are coming “un-glued”? Do you know what things you REALLY need to have in a crisis plan? Do you know the five things that are most likely to trigger a crisis? Do you know the one role you have that never changes in a crisis?

If you’d like to find out more about how the six rules and seven corollaries can help you, then come have fun and learn some things that could change their lives (and maybe yours).