

S.A.F.E. APPROACH™ FOR HEALTHCARE PROVIDERS



Conflict Management and De-Escalation Training

This training program is designed specifically for those in the healthcare field. The effective use of verbal and non-verbal communication skills helps dramatically reduce the risk of negative or violent encounters with patients, visitors and co-workers. At the heart of 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.

It is no secret that workplace violence continues to affect the healing environment in healthcare. When there is a mindset of safety, patient outcomes are improved, and staff retention and overall satisfaction is higher. Trust Strategos to bring effective expertise in conflict resolution to help all your staff feel safe.

S.A.F.E. Approach™ is centered around **Safety – Attitude – Focus – and Empathy (SAFE)**. The chief goal is to de-escalate a hostile or aggressive situation so that violence never occurs. However, no matter how skilled your approach, some physical attacks cannot be prevented. Because of this, the S.A.F.E. Approach™ provides instruction for staff to respond and defend themselves from a physical attack.

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

Level I:

(Recommended for all staff - also available in e-learning format) Includes on-site classroom instruction focused on communication, safety awareness, recognition and de-escalation of real world workplace violence situations.

Level II:

(Recommended for staff who routinely interact with patients and visitors) Level II builds upon the skills learned in Level I. Provides hands-on teaching of self-protection and defensive maneuvers in the event of an aggressive confrontation.

Level III:

(Recommended for security personnel and those who care for behavioral health patients) Level III builds upon the skills learned in Levels I and II. Additional content discusses and demonstrates how a team of individuals can safely stabilize and restrain a violent individual who is a danger to themselves or others.