



Introduction to De-Escalation for Natural Foods Staff



February 23rd (12:00 - 1:00 pm PT) **Introduction to De-Escalation for Natural Foods Staff**

Are you feeling stressed? Even scared sometimes? You're not alone. Please join us for a lunchtime presentation, facilitated by the Center for Dialog and Resolution, for natural foods staff who encounter and handle potentially volatile situations with customers, co-workers, relatives, and others. Register at www.tinyurl.com/prov-de-escalation.

This one-hour introductory Zoom presentation includes:

1. What is the Center for Dialog & Resolution / What they do
2. Defining Conflict
3. What is De-escalation
4. Skills used in De-Escalation
5. Tips/Tools to Practice

Please register at www.tinyurl.com/prov-de-escalation for this online event, even if you are unable to make it to the live presentation. This recording will be sent afterward to those who register.

**Presented by
Provender Alliance in
collaboration
with the Center for
Dialog and Conflict
Resolution**

The Center for Dialog and Resolution is an independent non-profit mediation service provider and training center in downtown Tacoma, Washington.



The Provender Alliance is a Pacific Northwest-based, non-profit trade association of independent natural products companies and associates, with membership from all over the United States and British Columbia.

