

Leadership Academy Webinar

VERBAL DE-ESCALATION SKILLS FOR SUPERVISORS

A workplace that prioritizes de-escalation and conflict resolution creates a safer and more respectful environment. This can lead to higher morale and a more positive workplace culture.

- The goals of de-escalation
- The 80/20 rule
- Why **EMPATHY** is so important in de-escalation
- Tips for dealing with difficult people
- Phrases to avoid in a confrontation
- Alternate phrases to use instead

Presenter
JULIE SANFORD

Julie Sanford owns Split Second Strategies, a company that provides active shooter survival and verbal de-escalation classes for businesses and individuals. Julie has many years of security management experience and was a deputy Sheriff in Nebraska for 11 years.



August 19, 2025

10:00 a.m. -11:30a.m. CT

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Limited to first 250 participants



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