

Name: **De-escalating Potentially Violent Situations**

Start date: October 12, 2011

End date: October 12, 2011

Location: Yellowknife, NWT

Presented by: Crisis & Trauma Resource Institute

Contact: 204-452-9199

Link: www.ctrinstitute.com/fall11nwt.html

Workshop Description:

For those who work in an environment where there is potential for violence, it is important to develop the skills needed to defuse dangerous situations. This workshop is designed to teach people to de-escalate potentially violent situations through assertiveness and interpersonal communication. The training will explore how anger and violence interplay, including opportunities for self-assessment of personal styles. Participants will develop a clear understanding of how to assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.

Name: **Understanding Mental Illness**

Start date: October 13, 2011

End date: October 13, 2011

Location: Yellowknife, NWT

Presented by: Crisis & Trauma Resource Institute

Contact: 204-452-9199

Link: www.ctrinstitute.com/fall11nwt.html

Workshop Description:

This workshop is designed for managers, human resource professionals, social service providers and anyone seeking a better understanding of the complexities that surround mental illness. While it is not your responsibility to diagnose mental illness, it can be both important and helpful for you to be aware of the signs and symptoms that indicate someone is experiencing a mental illness. This workshop will give participants a general overview of common adult mental illnesses and their symptoms, causes and treatment. The final portion of the workshop explores ways of accessing professional help for people struggling with mental illness.