



De-Escalation & Conflict Resolution Course Calendar

De-Escalation and Conflict Resolution - Self Directed Learning at Your Own Pace

This online self-directed De-Escalation & Conflict Management Course provides learners with practical strategies for preventing, recognizing and responding to escalating behaviour in workplace and public-facing environments.

Learners develop skills in verbal and non-verbal communication, emotional self-regulation, conflict resolution, boundary setting and de-escalation. The program emphasizes recognizing risk early, responding appropriately to challenging behaviour, maintaining personal and workplace safety, and knowing when de-escalation is no longer appropriate and additional assistance is required.

The program uses situations from healthcare, hospitality, education, retail, customer service and other workplace settings so learners can apply the principles across a variety of professional environments.

Learning Outcomes:

Upon successful completion of the program, learners should be able to:

1. Identify common causes and triggers of interpersonal conflict.
2. Recognize behavioural, verbal and non-verbal indicators of escalating behaviour.
3. Describe the stages commonly associated with escalation and crisis.
4. Apply self-regulation strategies during challenging interactions.
5. Demonstrate verbal and non-verbal communication techniques that support de-escalation.
6. Apply active listening, empathy, validation and effective questioning techniques.
7. Establish appropriate professional boundaries and communicate limits respectfully.
8. Respond appropriately to complaints, anger, frustration and unreasonable demands.
9. Differentiate between situations appropriate for conflict resolution and those requiring de-escalation.
10. Recognize circumstances in which attempts at de-escalation should be discontinued.
11. Apply basic situational-awareness and personal-safety principles during escalating encounters.
12. Select appropriate responses to realistic workplace conflict and de-escalation scenarios.

Course Highlights:

100% online and self-paced
No scheduled meeting times
Includes 8 tests

Course Fee:

The cost of the course is \$149.00 CAD payable on the OCHT e-store or by e-transfer.

International Students:

This course is self-directed and online so students from outside of Canada are also welcome to enrol.

Enrolment:

Students will be contacted after they have either applied at ocht.ca or requested information.

Certificate:

Upon successful completion of this course, the student will be issued a Certificate of Completion and an Official Transcript.

Course Topics:

There are 8 modules in this program. After every module there is a multiple choice test. You must receive 50% on the test to progress to the next module. Students will be allowed 3 attempts to pass each test. It is in the best interest of the student if they try the test the first time without looking at their notes. The tests are not meant to be "open book".

List of Modules in the Program

1. Understanding Conflict
2. Understanding Escalation
3. Managing Your Own Response
4. Communication that De-Escalates
5. Practical de-Escalation Strategies
6. Boundaries & Difficult Conversations
7. Aggression, Threats & Personal Safety
8. Conflict Resolution & Putting It Together