

DE-ESCALATION

TRAINING FOR STREET-FRONT RETAILERS WEBINAR LEVEL 1 AND 2

In these free webinars, we'll explore using supportive communication and de-escalation skills with individuals who may be displaying agitated behaviours in your business.

For Level 2, participants will apply the skills learned in Level 1 to address specific challenging scenarios including verbally abusive behaviour and intoxication.

Note that it is required to have taken Level 1 before proceeding to Level 2.

Questions we explore include:



My team needs a refresher
on conflict resolution



What skills can I use to deal with
frustrated customers?



How do I engage during
a verbal escalation?

Dates

Level 1 Sessions

1. April 23, 2026
2pm-4pm

2. May 12, 2026
10am-12pm

3. June 8, 2026
2pm-4pm

4. July 15, 2026
9am-11am

Level 2 Sessions

1. May 21, 2026
9am-11am

2. July 15, 2026
9am-11am

3. August 13, 2026
1pm-3pm

[Click here to RSVP](#)

Sessions are capped to a
maximum of 25 attendees.
Please sign up through the
waitlist function if a session is full.