

Big Bend Community Based Care Policy & Procedure

Series:	1400: Building and Facilities Management	
Policy Name:	Conflict Resolution and De-Escalation Training	
Policy Number:	1405	
Origination Date:	02/02/2009	Revised: Board Meeting of 12/13/2018
Regulation:	CFOP 60-11	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to provide staff with training to enhance their ability to deal with people who are frustrated or angry and who may be escalating toward dangerous behaviors.

Procedure

- A. Training will be provided to BBCBC staff that will allow them to identify factors that lead to the escalation of conflicts and provide them with the requisite skills necessary to diffuse or resolve conflicts as they arise. At the completion of training, attendees will:
1. Be able to identify situations that may escalate into conflict;
 2. Have been provided with factors that lead to conflict;
 3. Be provided with techniques to identify and define the problem that led to the conflict;
 4. Be able to describe the conflict resolution process;
 5. Be able to clearly identify the needs of everyone involved in order to develop possible solutions;
and
 6. Demonstrate the ability to apply conflict resolution strategies to prevent the escalation of anger to violence or to de-escalate dangerous behavior.