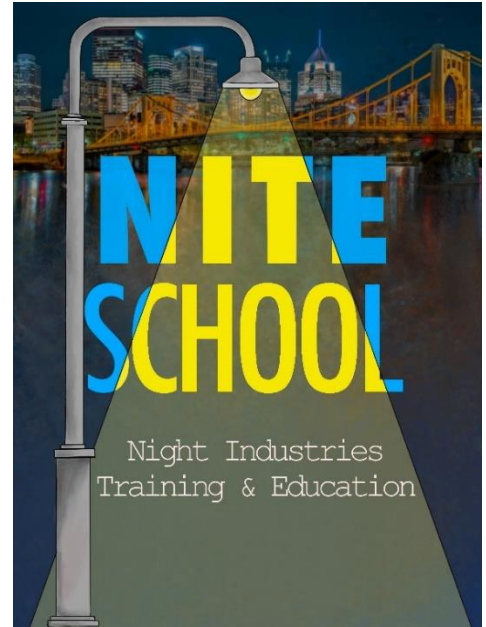


OFFICE OF NIGHTTIME ECONOMY

De-Escalation Training for Night Businesses

An informative presentation from public safety professionals on how to de-escalate situations unique to the nightlife industry and businesses that operate at night. Tailored specifically for owners, management and staff of food, beverage and entertainment businesses, the training content features real-life scenarios. This training is intended to build skill and confidence to manage conflicts and maintain a safe environment.



**For more info,
dates, locations,
scan**

What You'll Learn

- Techniques to defuse tense situations with customers and co-workers
- Communication that responds to and prevents escalation
- What to do differently when alcohol or drugs are involved
- How to interact with police after you call them
- Self-Care after the emergency

In Person: Approximately 60 minutes

City of Pittsburgh Public Safety

