

MANAGING **AGGRESSIVE**



BEHAVIOR



Build Skills, Increase Safety, Strengthen Response

8 Week Training Session Wednesdays, Noon - 1 p.m. May 6 - June 24, 2026

Poinciana Royale
1341 McCarthy Ln., Key West, FL, 33040

TRAINING COVERS:

- Recognizing early warning signs of aggression
- De-escalation techniques
- Communication strategies
- Personal and workplace safety
- Supporting adults, youth, and children in distress
- Connecting individuals to resources

WHO SHOULD ATTEND:

- Front-line/client-serving staff
- Health care professionals
- School staff and educators
- Child and youth-serving professionals
- Hotel and hospitality staff
- Front desk and customer service teams
- Non-profit organizations
- Law enforcement

BENEFITS:

- Skills to manage aggressive behavior confidently
- Strategies to de-escalate tense situations
- Tools to support clients, patients, or youth safely
- Improved workplace and community safety



**USE THE QR TO
REGISTER**

Spaces are limited

**Florida
HEALTH**