

## Peer Support & De-escalation

*For Nebraska Certified Peer Support Specialists (CPSS) and Criminal Justice*

Peer Support Specialists may find themselves in a variety of situations. De-escalation strategies are used to defuse a situation by allowing an individual to feel that their concerns are heard. De-escalation strategies help Peer Support Specialists provide safe services and prevent violence.

In this training, Peer Support Specialists will learn de-escalation strategies. The training will emphasize the importance of being intentional with verbal and nonverbal communication, mindful of the purpose of the conversation, calm, and empathetic, as well as the importance of offering options. De-escalation is an effective measure to provide both safety and dignity to us and the people we support!

### OBJECTIVES

1. Describe the process of de-escalation when working with individuals who are agitated.
2. Define terms used in de-escalation strategies, including para-verbal and non-verbal communication.
3. Describe safest practices and provide examples of de-escalation strategies with support in different environments.

### LOCATION

Zoom Meeting

### COST

No fee to attend this training.



### REGISTER ONLINE

[go.unl.edu/peer\\_de-escalation](https://go.unl.edu/peer_de-escalation)

Thursday, February 22, 2024  
9:00 a.m.– 12:00 Noon (Central)

### CONTINUING EDUCATION

**INSTRUCTIONAL LEVEL:** Introductory

This training has been approved for **2.75 continuing education (CE) credits for Nebraska CPSS** and **2.75 Criminogenic CE unit (CEU) hours**. Credits will be awarded to participants who attend the entire training.

### SPONSORS

*Sponsored by the Nebraska Department of Health and Human Services Division of Behavioral Health Office of Consumer Affairs and the University of Nebraska Public Policy Center.*



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### CHAD MAGDANZ

**CPSWS, ADVANCED LEVEL WRAP FACILITATOR**

Chad Magdanz has been a peer with the Mental Health Association of Nebraska (MHA-NE) in Lincoln since 2007. During this time, he has had the opportunity to help open and work at the Keya House, provide peer support in the psychiatric Emergency Room in the hospital in Lincoln and has co-facilitated the Wellness Recovery Action Plan (WRAP) to hundreds of individuals with the Department of Corrections. For the last 12 years, he has been the Program Coordinator with the Respond, Empower, Advocate, Listen (REAL) Program. The REAL Program is a free referral service created for law enforcement.