

# De-escalating Conflict with Youth and Families:

## Using *Empathy* to De-escalate Tense Situations

Target Audience: From parents to professionals, anyone  
who supports children, youth and families

### WORKSHOP OBJECTIVES:

- Analyze approaches to de-escalation with angry clients
- List strategies for self-regulation in the face of crisis
- Use empathy to de-escalate clients in crisis
- Review Active Listening approaches to de-escalate people in crisis



When people are experiencing distress, misdirected anger is often the result. This is exacerbated by the anxiety and uncertainty we experienced due to the pandemic. This workshop will assist participants in acknowledging anger from clients, service providers, co-workers, youth and families, and others while trying to effectively assist them. Self-regulation techniques and practices will be presented. The training offers immediately useable tips for de-escalation as well as insight into this all-too-common behavior our frontline staff must manage every day.

### ABOUT THE SPEAKER

Amy J. Saville, LCSW, is a featured trainer for UBHC providing training and consultation to the CSOC training team since 2003. Amy supports CSOC in the areas of suicide prevention, culture change, compassion fatigue, resiliency, ethics trauma, and traumatic loss. She also provides clinical services to youth and families, and continues to provide training and consultation around suicide prevention and traumatic loss to schools and youth-serving organizations throughout New Jersey.

# Friday, April 26th

# 10am – 12pm

Register in advance for this workshop:

[bit.ly/43vEUiy](https://bit.ly/43vEUiy)

Or contact Luisa Hernandez at  
[lhernandez@co.somerset.nj.us](mailto:lhernandez@co.somerset.nj.us)

**Zoom link available after registering**

Attendees will earn 2 Professional Development Hours.



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