



Two- Day Training: March 14 – March 15, 2019

8:00 am - 5:00 pm (both days)

In partnership with the International Parking & Mobility Institute (IPMI), CPPA is excited to bring this unique two-day training opportunity to Southern California. Learn how to prevent, manage and de-escalate conflict and how to protect yourself when conflict escalates.

As a world leader in conflict management and de-escalation training, Vistelar workshops focus on addressing the entire spectrum of human conflict at the point of impact — from before an interaction begins through the consequences of how an interaction is managed.

This intensive 2-day workshop has been customized for parking and transportation professionals who directly interact with the public and will concentrate on the period of time when a disagreement or insult can escalate to conflict and/or physical violence. The goal of this workshop is to improve the safety of individuals who want to better manage conflict, improve performance, and reduce the likelihood of physical aggression and violence through non-escalation, de-escalation and avoidance techniques. Reviewing and practicing appropriate physical alternatives and avoidance techniques will be included on the second day of the workshop.

Learning objectives of the Conflict De-escalation Workshop include:

- Provide better customer service
- Predict, prevent and mitigate violence
- De-escalate resistance, anger and abuse
- Avert verbal and physical attacks
- Control crisis and aggression
- Improve future interactions

This training is appropriate for:

- Enforcement staff
- All internal and external frontline customer service staff
- Supervisors and managers

Location:

California State University, Los Angeles

5151 State University Drive
Los Angeles, CA 90032

Cost:

CPPA Member \$199.00

Non-Member \$249.00

Registration includes continental breakfast and lunch.

Space is limited to 25 participants. Please share this announcement with your any colleagues in or outside your organization who you feel may benefit! CPPA members can register non-members from their agency for the training at the CPPA rate. Contact Jon for details at workshops@cppaparking.org.

Register: <https://www.cppaparking.org/events/>

Parking information and room name/location will be emailed the week of training.

Contact: Jon Hamblen with any questions at workshops@cppaparking.org