

## **Verbal De-escalation**

### ***A comprehensive Overview of the tools, techniques, and best practices used to Verbally De-Escalate***

Saph\* Gomez, KCBA , Presenter

1.0: "Other" CLE Credit

Approval #109 6832

**Presented:**

**Friday, January 11, 2019, 12:00pm-1:30pm**

In-Person Location: KCBA Offices, 1200 5th Ave Ste. 700, Seattle, WA 98101

**This CLE is FREE to all new and current KCBA Pro Bono Services volunteers**

Registration is required.

Attendance is in person

In-Person Location

In-Person Location: KCBA Offices, 1200 5th  
Ave Ste. 700, Seattle, WA 98101

Please RSVP

To ensure enough tool packets will be  
available for everyone

**Please RSVP to Saph Gomez at [SaphG@kcba.org](mailto:SaphG@kcba.org)**

#### AGENDA

12:00 – 12:05 pm	<b>Welcome and Introduction</b> <i>Name, Preferred Gender Pronoun, Dept./Prog.</i>
12:05 – 12:35 pm	<b>Conflict Style and Escalation?</b> <i>A look at the different conflict styles, an assessment to determine our own, and the process of escalation</i>
12:35 – 12:45 PM	<b>10 minute Break</b>
12:45 – 1:120 PM	<b>More than Just Words</b> <i>The skills and components that are key in successfully Verbally De-escalating any situation</i>
1:120 – 1:30 PM	<b>Resources, Questions, &amp; Evaluations</b> <i>This includes an overview of the tools that are contained in the packet and how they can be useful in a variety of settings</i>
1:30 PM	<b>Adjourn</b>

## Biographies

**Saph Gomez** has worked, as a Counselor, with homeless populations for almost 8 years. He has experience in a variety of settings including DESC homeless shelter, Housing programs, and Crisis Respite Program, ROOTS Young Adult Homeless Shelter, Youth Care's Orion Center and Adolescent Shelter, and Youth Care's Supportive Housing programs for both adolescents and young adults. He has been a facilitator for the Race and Social Justice Initiative, A mentor for youth and adolescents in Seattle Parks and Rec.'s S.O.S programs, and was a member of the most recent class of LGBTQ Allyships Leadership Institute. He has an Associates in Social and Human Services and his Bachelors in Psychology from Antioch University. He is currently serving as the Housing Services Coordinator for the KCBA's Housing Justice Project. He has been practicing de-escalation techniques, both verbal and physical, with people experiencing crisis the duration of his career and has been facilitating education in these techniques for the past 5 years adding a diversity lens to his curriculum highlighting the importance of this awareness in de-escalation.