

WORKPLACE SAFETY AND DE-ESCALATION TRAINING

This training is organized by MHOA and funded by the Massachusetts Department of Public Health, Massachusetts Tobacco Control Program and the Office of Local and Regional Health



Tuesday

June 24, 2025



Loring Arena, 165 Fountain
Street, Framingham MA



Time

9:00 am Registration, Networking & Coffee
9:30 am - 12:30 pm Training

Trainer

Jean Haertl brings over 30 years of experience working with violent offenders, batterers and angry customers. She has worked as one of two experts on workplace violence prevention for OSHA within the health care community, has trained with the FBI and has taught de-escalation to thousands of health care, manufacturing and municipal leaders.

*Contact hours for continuing education:
3.00 CHO/CPH & RS/REHS*



WHO SHOULD ATTEND

Health Department/SSA/Tobacco staff who conduct tobacco inspections or plan to

If demand exceeds capacity, priority will be given to:

- MTCP funded tobacco control staff that have not previously attended a safety training
- Health Department/SSA staff who have taken a tobacco control training in the last 6 months
- Health Department/SSA staff in Shared Services Arrangements that have identified tobacco control as an area where they would like to increase capacity

Course Description

De-escalation and Workplace Safety is a dynamic training that will actively engage participants in multiple live simulated role plays depicting real to life scenarios with angry and aggressive clients.

This training places a strong emphasis on teaching participants how to maintain their physical and emotional safety during “high stress” conversations with clients while utilizing specific de-escalation tools. While learning the core components of de-escalation, participants will identify their own communication barriers in response to high stress interactions and learn counterintuitive responses. Participants will learn how to minimize the risks associated with workplace aggression and violence through prevention efforts, better ensure effective and “safe” responses while interacting with clients, and practice de-escalation techniques in responding to angry consumers and customers