

# Verbal De-Escalation in Crisis Situations (with mental illness familiarization)

In today's current climate it is more important than ever for professionals from a variety of fields to be trained in an effective psychological and experienced based skillset for verbally de-escalating individuals in crisis.

This course covers effective techniques for de-escalation of parties who are angry, or in crisis as well as gives a basic education in recognizing and dealing with parties who have mental health conditions or substance use disorders. Class size is limited to 14.

Course code: SECUR114



## Upcoming Class

Fri., **Nov. 7, 2025**

8:30am-4:30pm

\$100

## Con-eds

- This course has been approved by the Pennsylvania Department of Health for eight (8) hours of “other” continuing education for all EMS Levels. Course Number: 1000035032
- This course has been approved for eight (8) hours of continuing education by the Pennsylvania Municipal Police Officers’ Education and Training Commission (MPOETC). CLE01788
- This course has been submitted for four (4) hours of continuing education by the Pennsylvania Coroners’ Education Board under the provisions of Act 22 of 1988

## Questions?

For questions about the program or to inquire about on-site delivery, please email [NFTC@northampton.edu](mailto:NFTC@northampton.edu) or call (610) 332-6434.

To register for classes, join our email list, and view instructors bios, please scan the QR code or visit [northampton.edu/NFTC](http://northampton.edu/NFTC).

