



## Verbal Aikido® Novice Practitioner training

### [De-escalating tension in the workplace](#)

VA Qualification: Level 1.1 - Novice

#### DESIGNED FOR:

Anyone wishing to develop de-escalation skills.

#### PREREQUISITES:

The training is suitable for all levels, so there are no prerequisites to participate.

#### DURATION

2 days (7 hours per day)  
or 4 half-days (3.5 hours per half-day)

#### DATES

To be determined according to availability.

#### VENUE

On site (contact us for alternatives)

#### SCHEDULE (recommended)

From 9:00 a.m. to 12:30 p.m.  
and from 1.30 p.m. to 5 p.m.

#### NUMBER OF PARTICIPANTS PER SESSION:

- Minimum: 3
- Max: 8 (contact us for more)

#### COST

\$3000.00 incl. tax, excl. travel expenses

***Training accessible to people with disabilities. Contact us if necessary for information.***

### TRAINING OBJECTIVES AND TARGET SKILLS

At the end of the training the participant will be able to:

- Practice “enhanced” listening (neutral, available, open)
- De-escalate conflict while maintaining a connection with the other, (accompanying, finding a safe distance, not taking verbal attacks personally)
- Know how to use Verbal Aikido® techniques in a real case of conflict

### WORKSHOP CONTENTS

- Introduction to Verbal Aikido® practice and philosophy
- Centering and stabilizing your posture: several techniques to refocus and ground oneself
- Posture and listening training through Verbal Stretching®
- A selection of adapted Verbal Aikido® techniques: understand others better so as to propose balanced outcomes for exchanges
- Practical training to recognize a destabilization and transform it into an opening
- Putting techniques into practice using authentic cases of conflict



## METHODS FOR EVALUATING THE ACHIEVEMENT OF TRAINING OBJECTIVES

- Individual assessment of the profile, expectations and needs of the participant before the start of the training
- Skills assessment at the beginning and end of training
- Knowledge evaluation at every step of training (via questionnaires, exercises, practical work, interviews with the trainer)
- End-of-training satisfaction evaluation questionnaire

## MEANS FOR MONITORING AND ASSESSING RESULTS

- Attendance sheets signed by the participants and the trainer per half-day (if required).
- End of training certificate mentioning the objectives, nature and duration of the action and the results of the evaluation of the training acquired (if required).

## TEACHING MEANS AND TECHNIQUES FOR SUPERVISING TRAINING

### **Teaching methods:**

- Participant needs and profile assessment
- Theoretical and methodological alternation: learning sequences grouped into different modules
- Content of the program adapted according to the needs identified during the training.
- Questionnaires, practical exercises and case studies
- Feedback and exchanges on practical cases
- Appropriate corrections and knowledge checks at each stage, relative to the pace of the learner and the training objectives.

### **Material elements:**

#### ***Documents provided:***

Course material in paper format and additional elements may be sent to the participant by email at the end of the training.

### **Pedagogical referent and trainer:**

Each training is under the responsibility of the educational director of the training organization; progress is ensured by the trainer appointed by the training body.