



# Training & Events @ SEA

## Non-escalation, De-escalation, and Aggressive Behavior Management Training



**THIS COURSE IS OPTIONAL AND NO COST  
TO ALL AIRPORT EMPLOYEES**

Upcoming Sessions Available:

**100% Virtual:**

July 19th 1pm-3pm

July 27<sup>th</sup> 1pm-3pm

**In person - AOB Seoul Conference Room:**

July 25<sup>th</sup> 10am-noon

### REGISTER TODAY for upcoming Dates!

- Port of Seattle employees register on LMS
- All other Airport Employees register using link below:
- <https://www.eventbrite.com/e/sea-cares-de-escalation-and-aggressive-behavior-management-tickets-384745212287>



*This course will give you new tools, skills and awareness to help you feel more confident in dealing with difficult and challenging communication situations!*

*We will cover how to identifying threat indicators and gateway behaviors to violence, recognize and understand the basics of the science of proxemics - how to use your space to keep yourself safe.*

*You'll also learn about non-escalation and de-escalation communication techniques, as well as what to look for and how and when to appropriately involve Port Police.*

*All sessions will be held in the Seoul Conference Room*

Please reach out to Darlesa Cahoon (Aviation Customer Service Learning & Performance)  
with any questions: [cahoon.d@portseattle.org](mailto:cahoon.d@portseattle.org)

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