



PERSONAL SAFETY & DE-ESCALATION TRAINING

FOR DSP BUSINESS OWNERS AND AFFILIATES

Stay Safe. Stay Smart. Strengthen Your Team.

Downtown Spokane Partnership (DSP), in collaboration with CPPS (Center for Personal Protection and Safety), is proud to offer **personal safety and de-escalation training** for business owners, staff, and affiliates operating in the heart of our community.

As public-facing professionals, you're often on the front lines of difficult situations. Whether it's handling disruptive behavior, escalating customer conflicts, or ensuring your team's and patrons' safety, the key is **empowerment through preparedness**.

This interactive training blends practical safety strategies with **real-world de-escalation scenarios**, equipping participants with the tools to **respond calmly, communicate effectively, and prevent conflict before it escalates**.

Course Overview

This course delivers actionable strategies that enhance personal and workplace safety while fostering a calm and confident response in high-stress situations. Participants will learn how to:

- **Recognize pre-incident indicators of conflict and aggression**
- **Use de-escalation techniques to defuse tension**
- **Engage safely with escalated individuals**
- **Respond decisively to threats and disruptive behavior**
- **Develop situational awareness in dynamic urban environments**

Built on the CPPS methodology of *Calm, Connect, Capitalize*, this course empowers businesses with a safety mindset and the confidence to **protect people, reputations, and peace of mind**.



Who Should Attend

This training is ideal for DSP business owners, front-line employees, managers, security personnel, and anyone responsible for maintaining a safe and professional environment in public-facing roles.

Why It Matters

Reduce Workplace Incidents: Equip your team with skills to prevent and defuse incidents before they become emergencies.

Improve Customer Interactions: Learn how to manage emotionally charged encounters while preserving professionalism and brand reputation.

Support Community Safety: Play a critical role in strengthening public safety in Spokane's downtown core.

Protect Your Business: Lower liability risks and create a culture of readiness and respect.

Training Details

Date & Time: [Insert date/time]

Location: [Insert location]

Let's make Downtown Spokane safer — together.