

## **Hospice New Zealand webinar update:**

**Due to unforeseen circumstances there will be a change to the 3 July advertised webinar  
We will now be showing a pre-recorded presentation using the same link, titled:**

# **DE-ESCALATION**

**Pre-recorded Zoom Webinar  
Thursday 3 July, 7.30 - 8.30am**

### **The presentation will include:**

- How to recognise and de-escalate heightened behaviours, from agitation ramping up to aggression
- What responses are needed to de-escalate individuals at different points of the escalation cycle, including how to prevent people escalating to aggression and loss of control where possible
- About the stress response system and what this means both for the escalated person and ourselves

### **Elle Cradwick, Mental Health Educator**

Elle has a background in psychology (MSc) and suicide prevention, as well as in the mental health innovation space with Big Chats.

### **Emmy Smart, Education Psychologist**

Emmy is an Educational Psychologist and registered with the New Zealand Psychologist Board. She has a background in supporting others with diverse needs, including adult learning and psychoeducation.