



**FIRE  
EMERGENCY**

NEW ZEALAND

A FIRE AND EMERGENCY  
NEW ZEALAND **WEBINAR**

# DE-ESCALATION

**MONDAY 24 FEBRUARY,  
7PM - 8PM**



**PRESENTER  
ELLE CRADWICK**

*Mental Health Educator*

Kia ora, no Ingarangi ahau, engari, kei Otautahi taku kainga inaianei.  
Ko Tangata Tiriti ahau, Ko Elle Cradwick toku ingoa.

Elle has a background in psychology (MSc) and suicide prevention, as well as in the mental health innovation space with Big Chats. As a mental health professional, she is particularly interested in supporting professionals and community members of people with mental health concerns by providing education, resources and advice on relevant topics.

This 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.

**REGISTRATIONS REQUIRED**

Use the link:

<https://tinyurl.com/FENZFEB>

**health  
hub**