

# ARETE Training

## Descriptions

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### **ARETE Workplace Violence Prevention and De-escalation**

This training is designed to create a shift in how participants view and respond to client/public conflict and violence. These shifts are created through video role-play analysis, coaching, engaging dialogue, and anecdotal stories that challenge participants to think about their response to conflict and understand that the choices they make can impact risk levels and outcome. ARETE training also addresses de-escalating people who may be intoxicated or experiencing a mental health crisis.

### **ARETE Workplace Violence Prevention 360**

This training provides library employees with the practical skills needed to effectively respond to and safely manage a full continuum of customer behaviours, from low-level agitation, and verbal abuse through to escalated behaviours, threats, and acts of violence. Our 360 training includes a supplementary module which provides the confidence and practical skills to speak to the public about adhering safely, assertively, and respectfully to rules and policies. This training reduces the potential for an escalated response from the public while safely gaining their co-operation.

### **ARETE Workplace Bullying and Harassment**

This training gives your library staff the practical skills and motivation to safely & effectively address a myriad of unwanted workplace behaviours including rumours, escalated co-worker behaviours, bullying, human rights harassment, personal harassment as well as response to highly escalated events.

# ARETE Training

## Details

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### Self-paced & Online Training:

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#### **ARETE Workplace Violence Prevention and De-escalation**

Length: 90 minutes

#### **ARETE Workplace Violence Prevention 360**

Length: 120 minutes

#### **ARETE Workplace Bullying and Harassment**

Length: 60 minutes

**Cost: FREE for all InterLINK libraries until Dec 31, 2025**

### Live Online or In-Person Training:

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#### **ARETE Workplace Violence Prevention and De-escalation**

Length: 3.5 hours

#### **ARETE Workplace Violence Prevention 360**

Length: 3.5 hours

#### **ARETE Workplace Bullying and Harassment**

Length: 3 hours

#### **NOTE**

There is a minimum live/in-person training rate of \$2,300 + GST.

Travel billed separately.

Please reach out directly for details.

