

## Training Update: De-Escalation

- CBT scheduled to be 90 minutes
- ILT scheduled for 2 hours, with the ability for the agencies to incorporate agency specific information (allowing for role playing)
  - CUTR is conducting research to enhance proposed outline
  - Draft ILT basic draft to be available for review by late September
  - Upon completion of CBT, instructor lead course and participant manual to be complete by early December

## Training Update: De-Escalation

- The Art of Defusing Conflict: De-escalation Techniques for Operators
  - Learning Objectives:
    1. Define the terms “conflict” and “de-escalation”.
    2. Identify situations that can cause passenger frustrations and recognize ways to reduce the stressor.
    3. Demonstrate techniques to diffuse stressful situations to achieve positive outcomes.
    4. Interpret state laws, regulations, and company policies with regard to difficult passengers and situations.

## Training Update

- **Root Cause Analysis training has been completed addressing process improvements, cost reductions, and systemic failures**
- **FMLA course has been completed**
- **Policies, Procedures, and Workrules course specifically addresses Rule 14-90, FAC**

## Training Update

- **Through a contract with LYNX, a Disability Sensitivity Training will be completed by October**