

RESPONDING WITH CARE

EVERYDAY DE-ESCALATION SKILLS

Learn simple, effective strategies for navigating tense situations with confidence and care. This session explores communication techniques that promote calm, understanding, and positive outcomes in everyday interactions.



Mental Health Awareness Week
Wed., May 6, 2026
9:00a-10:30a



New Berlin Library
Community Room



Robert Hagen
NAMI of Southeast
Wisconsin, Program
Director Crisis Training

