CALM EVERY STORM®

Learn How. Know When.

CRISIS CONSULTANT GROUP, LLC

Hereby confirms that the below named individual

Phylicia John

Has been certified in the:

5-Steps to De-Escalation (Advanced)

2.5 HOURS

The above-named individual has completed and been certified in the *5-Steps to De-Escalation (Advanced)* course in accordance with Crisis Consultant Group training guidelines. This individual has been instructed to de-escalate challenging situations using a simple, effective, and proven method to calm verbally hostile and/or challenging persons. This curriculum has been utilized effectively by those working in Customer Service, Healthcare, Corporate, Retail, Law Enforcement, Corrections, and related fields who encounter verbally and/or physically hostile or challenging persons.

2025-02-10

This Certificate is Valid for One Year from Date Shown Above

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