

From: [Salamone, Salvatore](#)
To: [Salamone, Salvatore](#)
Subject: FW: Preventing Escalated Behaviours: Build Safer Municipal Workplaces
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From: AMO Education <events@amo.on.ca>
Sent: April 24, 2026 10:01 AM
To: clerk@hamilton.ca
Subject: Preventing Escalated Behaviours: Build Safer Municipal Workplaces

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Preventing Escalated Behaviours: Practical Strategies for Safer Municipal Workplaces

Hello Matthew,

Municipal leaders and staff are increasingly navigating complex and, at times, challenging interactions. Having the tools to respond effectively—and prevent situations from escalating—is more important than ever.

Supporting the work through our [Healthy Democracy Project](#), AMO has partnered with [Public Services Health & Safety Association \(PSHSA\)](#) to offer education and skills development to support understanding and addressing incivility.

The ***Preventing Escalated Behaviours: Practical Strategies for Safer Municipal Workplaces*** workshop is a **two-part, interactive series** that introduces practical, person-centered strategies to help you recognize early signs of escalation, strengthen communication, and respond to difficult situations with confidence and professionalism.

In this session, you will:

- Identify common triggers and early warning signs of escalated behaviours
- Explore how communication styles, bias, and behaviour influence interactions
- Learn practical de-escalation techniques you can apply right away
- Build confidence in managing challenging conversations with empathy and clarity

Through real-world scenarios and guided discussion, you'll gain tools to foster a more respectful, psychologically safe, and resilient workplace.

Dates:

- 1st session: May 7, 2026, 10:00 a.m. – 12:30 p.m.
- 2nd session: May 28, 2026, 1:00 p.m. - 4:00 p.m.

Format: Virtual session

Registration Fees:

- \$375 + HST (one registration fee covers both Part 1 and Part 2 sessions)
- \$75+ HST cancellation fee



Feel free to share this opportunity with your colleagues and networks.

We look forward to seeing you at this important workshop.

Questions? Reach out to events@amo.on.ca.

Inquires: events@amo.on.ca

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