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## **ROSE KEITH AND KIM JAKEMAN ATTEND JIBC COURSE ON MANAGING THE HOSTILE INDIVIDUAL**

April 17, 2019

[Rose Keith](#) and [Kim Jakeman](#) recently attended a course where they learned and practiced a model for defusing hostility and increased their skills in constructively confronting problem behavior. The course was hosted on April 17 and 18, 2019 by the JIBC Centre for Conflict Resolution and provided alternatives for managing hostile individuals constructively. Dealing with encounters of hostile or aggressive behavior requires emotional energy and frequently results in increased stress. The course looked at risk factors and ensuring personal safety as well as delving into what factors can escalate the level of hostility.

Learn more about the JIBC [here](#).