



# Moving into the Future with Purpose

IGFOA ANNUAL CONFERENCE • Springfield, Illinois • September 9-11, 2024

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## **IGFOA PRE-CONFERENCE SEMINAR** **President Abraham Lincoln Springfield – DoubleTree Hotel** **701 E. Adams Street, Springfield, IL 62701**

**Monday, September 9, 2024**

**9:00 AM – 12:00 PM**

***Session and Workshop***

### **C3 DE-ESCALATION FOR ILLINOIS GOVERNMENT FINANCE PROFESSIONALS**

C3 De-escalation® is a practical, science-based technique to calm angry or upset customers and promote a shift to constructive problem-solving. Learn science-based, practical techniques and strategies to remain calm and calm others. Then work in teams to apply the skills learned and construct actionable plans. Join your colleagues for an exercise that fosters collaboration, networking and professional connections. Participants will walk away with plans in hand, personalized to the issues they face.

The workshop will include the C3 De-escalation® Essentials Workbook. The C3 Workbook is a valuable problem-solving tool that will be a long-lasting resource for your future de-escalation challenges!

**Learning Objectives:** *Participants completing this session will be able to:*

- Calm customers, elected officials and staff;
- Maintain one's own calm, including while being peppered with questions or during public speaking;
- Create a tailored de-escalation plan that same day; and
- Acquire de-escalation skills that can be shared with one's staff.

**Speaker:** **Patti Treibel-Leeds, MS**, Master C3 Trainer and Independent Consultant

**CPE:** About 3.0 hours **Field of Study:** Personal Development – Non-Technical **Level:** Overview