



Emma Bacila is serves as Provident Behavioral Health's Outreach Specialist, engaging in community outreach and education. She holds a Bachelor of Science in Social Work from Saint Louis University and completed a yearlong practicum at ALIVE, an agency serving intimate partner violence survivors, where she gained hands-on experience in crisis work. Emma has also worked with unhoused youth in West Texas, an experience that sparked her passion for community engagement and advocacy. Currently, Emma is pursuing her Master of Social Work at Saint Louis University with a clinical concentration and is certified in Youth and Adult Mental Health First Aid, ASIST, and QPR.

De-escalation training equips participants with the skills necessary to defuse tense situations in various settings. Participants will learn to recognize the early signs of escalation and apply effective communication strategies to reduce tension. The training also covers essential safety skills to ensure a safe environment while managing conflict, such as using non-threatening body language. By the end, participants will be able to intervene early, set clear boundaries, and guide conversations toward peaceful resolutions. These skills may be useful in situations such as interpersonal conflicts, interacting with visitors in distress, managing tension in group settings, or addressing unpredictable behavior.

Join us and learn how to handle challenging situations with confidence and care.

To learn more about Provident Behavioral Health, please visit: [www.providentstl.org](http://www.providentstl.org)