



“Since we had the REaCT training in August 2019, we have not had a single injury as a result of violence in the workplace involving a shoplifter.”

DISTRICT ASSET PROTECTION MANAGER,  
LOBLAW COMPANIES LIMITED



“Scenario based training in a safe, supportive environment will help to make decisions in real-life situations”

ASSET PROTECTION REPRESENTATIVE,  
HOME DEPOT CANADA



## GET IN TOUCH

CWG Inc. can help your team de-escalate challenging situations and achieve a positive outcome during a critical incident.

[cwgconsultinggroup.ca](http://cwgconsultinggroup.ca)  
[info@cwgconsultinggroup.ca](mailto:info@cwgconsultinggroup.ca)  
905-745-0492



## RESOLUTION EDUCATION AND CRISIS TACTICS (REaCT) TRAINING

Effective and essential de-escalation and crisis resolution communication for your real-world circumstances.

**Everyone has a story** and by taking the time to listen to and understand a person's story we automatically begin to project empathy and commence upon a path towards building rapport and finding a resolution.

#### OUR STORY

CWG Consulting Group was founded by three colleagues with over six decades of combined experience in law enforcement, security, emergency first response and law enforcement and emergency response training.

#### WE ALL HAVE A STORY

- We are Law Enforcement Professionals with decades of experience
- We are an industry leader utilizing Dynamic Simulation Training
- Principle based training involving stress, conflict or a crisis
- Scenario training based on real incidents
- Customized training to exceed our clients needs
- We have trained thousands of police officers, civilian public servants, private security personnel and customer service representatives

#### BENEFITS

The REaCT Training provides learners with the situational awareness, communication skills and confidence they need to succeed in very stressful, intense circumstances. The REaCT Principles can be applied to any type of situation, not just critical incidents. With the new found confidence, our learners become better customer service associates, managers, supervisors or security personnel. That makes for better ambassadors for the companies, organizations or brands they represent.



#### THE REaCT PRINCIPLES

All training is developed around the following **REaCT** Training principles:

- Distance = time
- What do I see?
- What do I need to do?
- Do I need to do it right now?
- How can I de-escalate or prevent this situation from escalating?