



FIRST FRIDAY LEADERSHIP TALKS

De-Escalation Strategies for the Workplace

May 1, 2026 | 11:00 A.M. - 12:00 P.M. | Shaw-Smyser 115 or Zoom



Jason Berthon Koch

Challenging conversations happen in every role. This session offers practical, real-world strategies for managing high-pressure situations through calm communication, emotional intelligence, and situational awareness. Drawing on his experience in public safety and campus operations, Jason Berthon-Koch will share tools you can use to defuse tension, respond with empathy, and turn difficult moments into opportunities for trust-building and resolution.

Jason Berthon-Koch

Executive Director of Strategic Operations, CEPS

Jason Berthon-Koch began his role as Executive Director of Strategic Operations for the College of Education & Professional Studies (CEPS) on July 1, 2025. Prior to this, he served as CWU's Chief of Police beginning in 2018 and currently serves on the Board of Directors for the International Association of Campus Law Enforcement Administrators (IACLEA). Known for his work in community-focused policing and operational innovation, Jason brings a data-informed, people-centered approach to safety and leadership.

For Leaders at All Levels: Staff, Faculty, and Students.

How to Enroll: MyCWU >> Learning Tab >> enter "First Friday" in Search for Learning field

More Information: cla@cwu.edu