

## De-Escalation Strategies and Tactics for Safety

This two day, 16 hour course discusses a training and **communication plan** designed to assist officers in responding to calls where persons are overcome by stress, symptoms of mental illness, or who are in a highly excitable state of mind. Depressed, suicidal, and actively psychotic individuals often escalate when officers arrive on the scene of a disturbance. This requires that officers adapt and respond with a different set of communication strategies to slow down and gain control of these intense situations to **ensure the safety** of those involved.

Officers attending will be instructed in how to gain voluntary compliance from subjects without the use of force, based on crisis intervention team models used by established police teams from various U. S. cities. **Scenario-based practical exercises** will be employed in this course, and any line officer would benefit by attending, as would officers who have some crisis negotiation training but may need more experience from the scenarios and information put forth.

This course will prepare the students to do the following:

- Build rapport with subjects, paraphrase subject communications, and use emotional labeling
- Undertake active listening for the emotions of the person in crisis
- Influence subject behavior using reflective statements
- Explain safety, cover, and containment issues
- Develop non-threatening body language, word, and silences
- Develop strategies for gaining control of overly talkative or manic behaviors
- Identify key knowledge about common defense mechanisms
- Use eye contact, tone of voice, and hands to their advantage
- Respond to suicide calls and "suicide by police" calls

This program is available through [kebcor.com](http://kebcor.com), for presentation ON DEMAND.

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*Keep your officers informed, trained, up to date, and all safe on this important topic.*