



DE-ESCALATION PRINCIPLES AND PRACTICE



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THE NATIONAL DE-ESCALATION TRAINING CENTER (NDTC) MODEL

The NDTC is located at Wayne State University (Detroit) to facilitate innovation, research, and development of best practices in law enforcement de-escalation training. It is structured to serve as the headquarters for a series of Regional Training Centers in other states such as Texas, North Carolina, Connecticut, and Florida (temporary agreements formalized with each).

The concept of regionalization is in keeping with standardization and proliferation of best training practices, reduction of training costs, and closer proximity to training centers. It is anticipated that will be approximately seven (7) primary Regional Training Centers strategically located across the United States (based upon demographics).

The network of Regional Training Centers will collaboratively engage in innovation and development of effective de-escalation practices. Regional Training Centers are highly encouraged to anchor, with a local university, to expand academic research opportunities, internships, and externships (both on-ground and virtual).

Regional Training Centers are *Centers for Excellence*, which includes focus on five (5) core principles (**TRIER**):

- Training
- Education
- Research
- Research & Development
- Internships

WHAT IS THE RELATIONSHIP BETWEEN THE NDTC AND REGIONAL TRAINING CENTERS?

Wayne State University is the nucleus for the NDTC. The Regional Training Centers are affiliates, by geography, and serve as autonomous NDTC Regional Training Centers in so far as meeting the certification and recertification process. Regional Training Centers are required to instruct the core curriculum as this curriculum is in keeping with standardization and proliferation of best training practices. They are also tasked with providing curriculum update and/or delivery suggestions while determining how the de-escalation training comports with local community culture.

Regional Training Centers do not have policy-making authority; this vests solely with the NDTC at Wayne State University.

WHAT SETS THE NDTC AND ITS DE-ESCALATION TRAINING APART FROM THE OTHERS?

NDTC'S COURSE, 'De-escalation Principles and Practice' is registered by the International Association of Directors of Law Enforcement Standards and Training (IADLST).

The NDTC is incorporated as a *non-profit* entity. Without a profit motive, the NDTC can better serve the interests of public sector entities and be able to access grant funding to defray training costs, throughout the regional network, that would otherwise be borne (in large part) by individual police departments.

NDTC training is the **first** to include personality modeling using the DISC system to de-escalate. Traditional de-escalation training models use established, effective, and accepted practices such as allowing venting and active listening, as taught (for example) in verbal judo training. However, these approaches treat everyone **as if they are the same** i.e. '*a one size fits all*' model.

The NDTC model harnesses these traditional approaches yet augments them by identifying the subject's personality and communicating with them based upon their individual personality traits. Everyone behaves and responds based upon their individual personality. Our training teaches officers to identify personality quickly (sometimes seconds) so that they can adjust their approach to maximize effective communication and interaction with the subject. By using this method, the officer can address the motivations, needs, and underlying feelings of subjects and de-escalate, prevent escalation, reduce the possibility of use of force, possibly avoid arrest, or gain peaceful compliance.

The NDTC uses the most popular and broadly accepted personality model in the world, DISC; however, we have an exclusive license to deploy the most significant advancement in the original DISC model in 90 years (**DISC Esoterica™**).

Marston's original model is used today by thousands of organizations to include:

- ExxonMobil
- Century 21
- Motorola
- Shell Oil
- Merrill Lynch
- U.S. Gypsum
- Sony
- Keller Williams
- Major League Baseball
- The U.S. military

Unlike Myers-Briggs (which has 16 categories), DISC became the most accepted model for its simplicity and ease of use. The original DISC model was an oversimplification of personality that placed everyone in four general categories. **Esoterica™** not only removed some misconceptions about personality that resided in Marston's DISC, but also offers 26 substyles that can be used to identify the specific nature of a D, I, S, or C personality.

Esoterica™ was developed at the University of South Florida in a program funded by the Office of the Director of National Intelligence and administered by the Defense Intelligence Agency. It has been taught to the intelligence community, military, universities, and private companies.

Those familiar with traditional DISC have lauded **Esoterica™**'s utility and deeper insights into personality. It has been used in de-escalation and insider threat training since 2015.

The owner of all copyrights, trademarks, and intellectual property rights has granted the NDTC an exclusive license for public sector uses of **Esoterica™**. **Esoterica™** applications at the NDTC (which include Regional Training Centers) will also be used for training in areas and disciplines concerning:

- School Resource Officers (SRO)
- Corrections Officers
- Law Enforcement Officers
- Security Forces (in enterprises)
- Insider Threat
- Military
- Religious Institution Security

DE-ESCALATION TRAINING

This course is registered by the International Association of Directors of Law Enforcement Standards and Training (IADLST).

Course Competency: Students will develop effective DISC and Esoterica™ de-escalation practices in an immersive, real-life, scenario-based training curriculum.

De-Escalation Principles and Practice: *16 hours* [2 × 8-hour days including a one-hour lunch]

* 16 modules- *13 hours*: classroom; *3 hours*: immersive, real-life, scenario-based training.

* The training modules conclude with a closed book, 30 question (multiple choice and true/false) Final Exam followed by a Course Exit Survey.

The following are the course **Learning Objectives**:

Upon completion of training, the student will be able to-

1. Categorize the differences between insider and outsider threat environments.
2. Differentiate those with mental health disorders for specialized treatment and/or de-escalation interventions.
3. Interpret the traditional and advanced de-escalation methods to gain citizen and officer safety.
4. Apply the process of leveraging personality types to increase de-escalation effectiveness.
5. Determine the nature and importance of personality in the functions of law enforcement officers.

6. Appraise and define the practical, environmental, and cognitive manifestations of DISC personalities as realized in differing behavioral patterns.
7. Critique DISC substyles to interpret personalities in-depth.
8. Evaluate DISC substyles to their value in predicting behavior, relationships, potential conflict, and environmental influence response.
9. Assess personality profiles, of class members, and predict behavior. *Immersive, real-life, scenario-based training.*
10. Propose methods to predict and assess behavior while utilizing visual, verbal, and environmental factors. *Immersive, real-life, scenario-based training.*
11. Combine social and vocational behavior in DISC Esoterica™ context. *Immersive, real-life, scenario-based training.*
12. Calculate personality and its influence on the potential for violence, aggression, and de-escalation.
13. Apply the Esoterica Risk Matrix utilizing traditional and Esoterica substyle approaches.
14. Differentiate the fundamentals of traditional de-escalation methods.
15. Perform de-escalation techniques for the active and passive threat states. *Immersive, real-life, scenario-based training.*
16. Demonstrate how to control the subject's behavior to navigate them from an active threat state to normal behavioral patterns. *Immersive, real-life, scenario-based training.*
17. Apply personality adjustments and leadership principles to stabilize, maintain order, intervene, and de-escalate. *Immersive, real-life, scenario-based training.*
18. Appraise the proper approaches to subjects in varying environments to include workspaces, prisons, residences, and law enforcement casual encounters with citizens. *Immersive, hands-on, scenario-based training.*

CONTACT

Dr. Patrick Guarnieri
Chairman and CEO
National De-escalation Training Center
patrick@brandfordgrant.com