



DE-ESCALATION TRAINING

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Training

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DISCLAIMER

- Always follow our policies and procedures
- Never compromise officer safety
- De-Escalation is an Art

COURSE GOALS

- Define De-escalation
- Provide Historical Context
- Discuss Techniques, Strategies, and Tactics
- Review Tactical Positioning and Verbal control
- Review SPCA Policy
- Review relevant legal issues

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WHAT IS DE-ESCALATION?

- Behavior intended to escape escalations of conflict
- A combination of communication, empathy, instinct, and sound officer safety tactics
- De-escalation can reduce conflict before it develops



De-escalate [dee-es-kə-leyt]:
reduce the intensity of (a conflict or potentially violent situation).

WHAT IS DE-ESCALATION?

Above all:
De-escalation is a philosophy
and not a specific process or
tactic

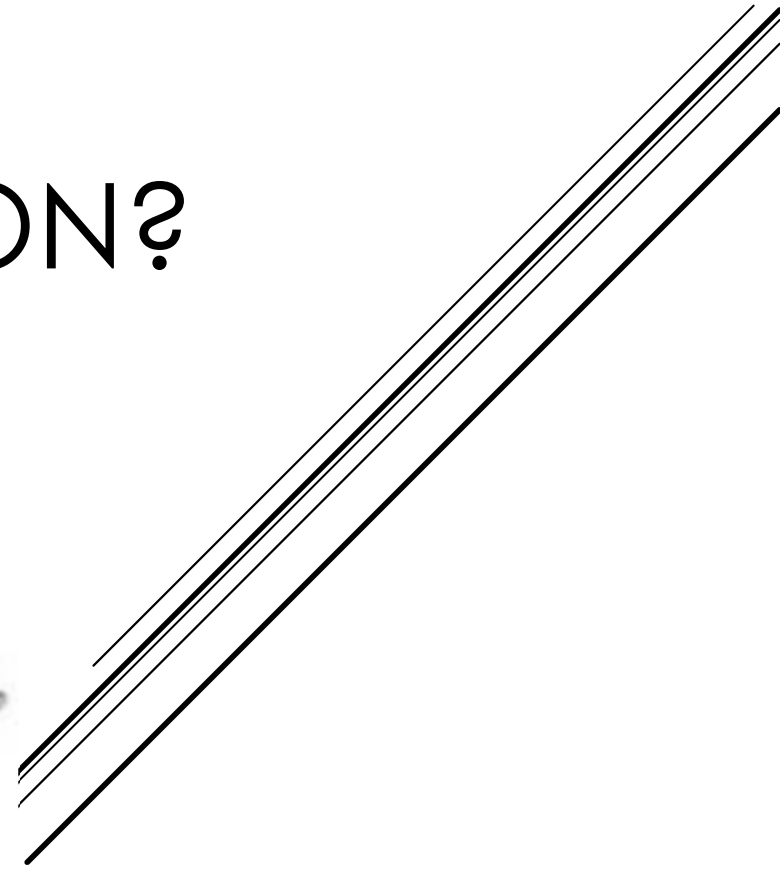


BENEFITS OF DE-ESCALATION

What is in it for you?

- Fewer officer injuries
- Fewer citizen injuries
- Quicker resolutions
- Reduced liability for officers and the agency
- Reduced stress/ health problems for officers
- Better community relations
- Better media coverage
- Reduced liability for officers and the agency
- Reduced investigations and less paperwork for officers

WHAT IS OUR MISSION?



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DE-ESCALATION ORIGINS

De-escalation is not a new concept. Police have been using de-escalation techniques since the beginning of policing.

George “Doc” Thompson, PhD is known as the father of tactical communication. He published his first book on Verbal Judo for Police in 1983.

“I simply used my academic background to put words to what great cops have always done.”

- George “Doc” Thompson

MODULE 2 – DE-ESCALATION TECHNIQUES AND STRATEGIES



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DE-ESCALATION STARTS WITH YOU

De-escalation skill starts with self-awareness:

- Self care
- Physical fitness/Healthy lifestyle
 - Can affect confidence levels
- Are you stressed? How does this stress affect you at work?
 - Your stress reaction can greatly affect the outcome of your interaction with the other person.

STRATEGY: CRISIS VS. PROBLEM

Problems:

- Lack urgency
- Have time
- Maybe do not need intervention

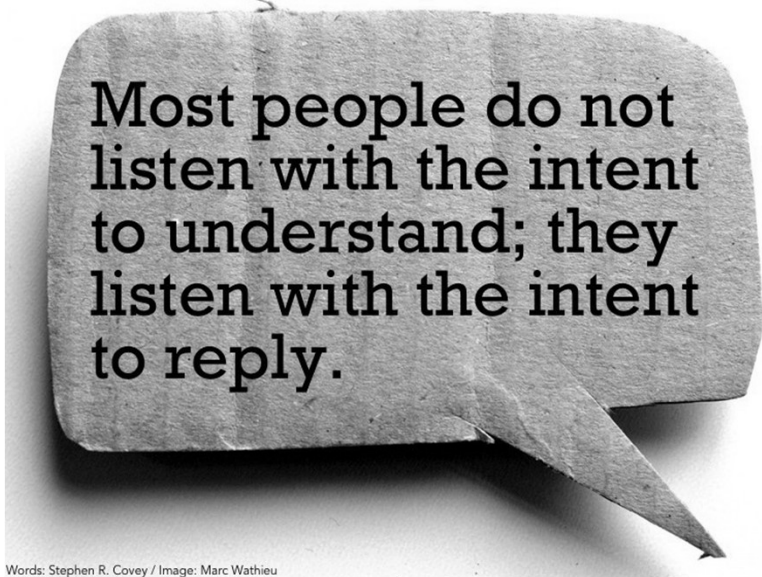
Crisis:

- Must be acted on immediately
- Ex: an occupied house is on fire; active shooter

A Matter of Perspective: Just ask yourself, "Is this a crisis or just a problem?"

TECHNIQUE: ACTIVE LISTENING

Active listening skills are the foundation of de-escalation



Most people do not listen with the intent to understand; they listen with the intent to reply.

Words: Stephen R. Covey / Image: Marc Wathieu



TECHNIQUE: ACTIVE LISTENING

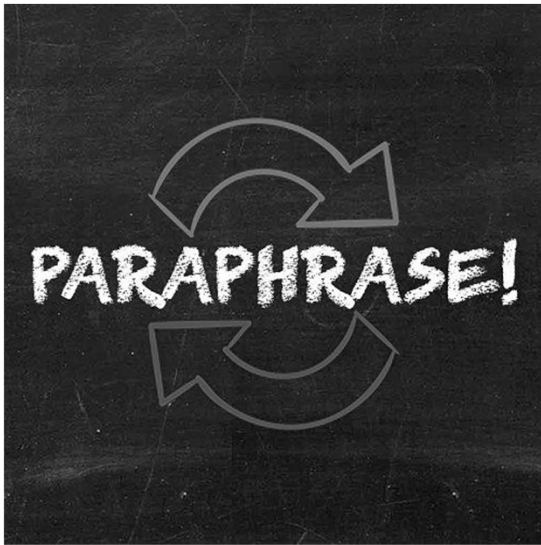
Employing active listening techniques :

- Enables you to understand how the citizen feels and how he or she views the situation.
- Shows that you care and that you feel that what's being said is important.

TECHNIQUE: ENCOURAGING/REASSURING

- Use noncommittal words and a positive tone
- Ask open-ended questions
- Encourage individual to seek out social programs/mentorship programs
- Offer to assist in finding help

TECHNIQUE: PARAPHRASING



- Emphasizes what's important to the subject
- Allows for clarification
- Shows that you are listening
- Builds trust and rapport
- Forces the subject to listen

TECHNIQUE: EMPATHETIC LISTENING

- Do NOT be judgmental.
- Do NOT ignore the person or pretend to be paying attention.
- Listen to what the person is really saying.
- Re-state the message.
- Clarify the message.
- Repeat the message.
- Be empathetic!
- Validate -- "I understand why..."
- Try to establish rapport with the other person.

MODULE 3 – COMMUNICATION TACTICS



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ELEMENTS OF VERBAL COMMUNICATION

- Be clear and accurate
- Avoid jargon or slang
- Be aware of both surface and hidden meanings
- Avoid satire, sarcasm, and jokes
- Use words that can be understood

VOICE CONTROL AND RESPECT

- Lowered voice level may set a tone of anger
- Raised voice may set a tone of anticipation or uncertainty
- Controlled voice promotes confidence in both parties
- Speaking slowly is usually interpreted as soothing

OTHER TECHNIQUES

Offer undivided attention	Give helpful choices
Be nonjudgmental	Distract the other person
Focus on feelings	Motivate the other person
Allow silence	Set limits
Clarify messages	

TACTICAL REPOSITIONING

- Body language
- Body movements
- Challenging posture



BODY LANGUAGE

Finger pointing	May seem accusing, threatening
Shoulder shrugging	May seem uncaring, unknowing
Rigid walk	May seem unyielding, challenging
Set jaw/clenched teeth	Indicates mind closed against listening to person's side of the story
Quick actions	May surprise, scare other person

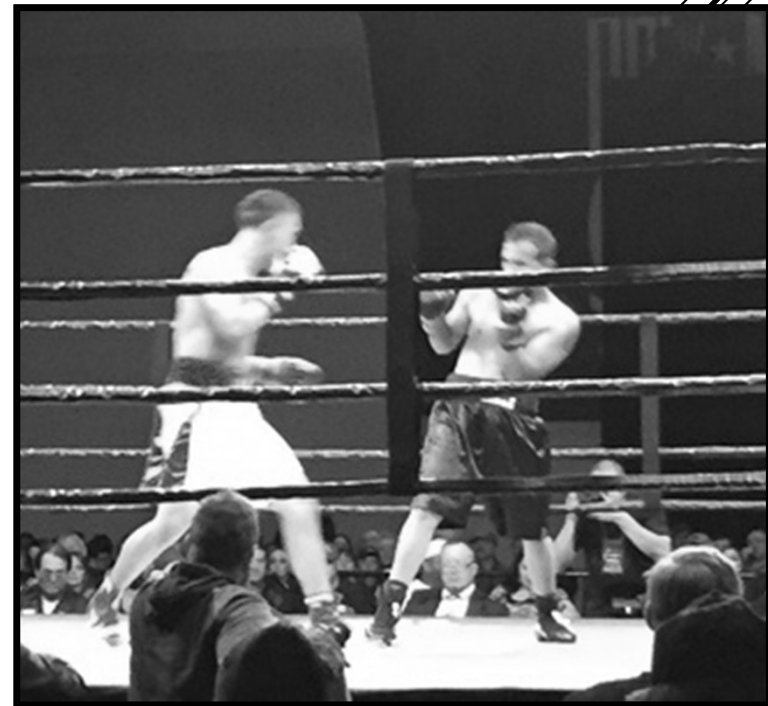
BODY MOVEMENTS

- Measured stride, shoulders back, and head erect
- Slouching, head down, leaning against a building
- Arms folded, legs crossed
- Other examples?



CHALLENGING POSTURES

- Face to face
- Nose to nose
- Toe to toe
- Eyeball to eyeball
- Touching
- Finger pointing



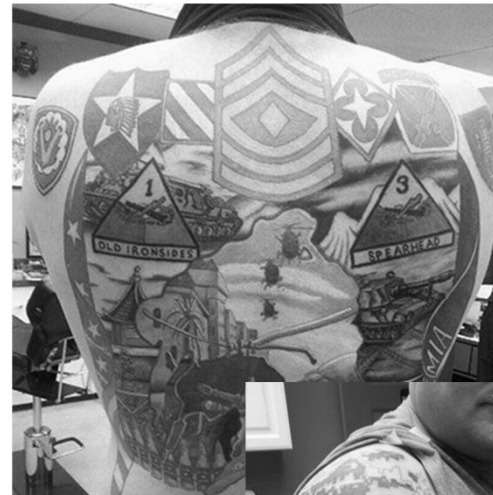
TACTIC: WHEN SAFE, SEEK THEIR LEVEL

- Physically
- Emotionally
- Mentally



TACTIC: MAKE A CONNECTION

- Clothing
- Jewelry
- Tattoos
- Vehicle
- House/Apartment
- Surroundings



TACTIC: DISTRACT THE PERSON

- Distract by changing the topic to something calming for the subject



TACTIC: MOTIVATE THE PERSON

- Be clear and accurate
- Avoid jargon or slang
- Be aware of both surface and hidden meanings
- Avoid satire, sarcasm, and jokes
- Use words that can be understood

TACTIC: OFFER OPTIONS, ALLOW ACCEPTABLE DECISION-MAKING



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DE-ESCALATION AND CRISIS INTERVENTION

Policy addresses De-escalation during Crisis Intervention Incidents:

“Officers should consider that taking no action or passively monitoring the situation may be the most reasonable response to a mental health crisis.”



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DE-ESCALATION AND CRISIS INTERVENTION

Policy Continued:

Once it is determined that a situation is a mental health crisis and immediate safety concerns have been addressed, responding members should be aware of the following considerations and should generally:

- Evaluate safety conditions
- Introduce themselves and attempt to obtain the person's name
- Be patient, polite, calm, courteous and avoid overreacting
- Speak and move slowly and in a non-threatening manner
- Moderate the level of direct eye contact

DE-ESCALATION AND CRISIS INTERVENTION

Policy Continued:

- Remove distractions or disruptive people from the area.
- Demonstrate active listening skills (e.g., summarize the person's verbal communication).
- Provide for sufficient avenues of retreat or escape should the situation become volatile.

DE-ESCALATION AND CRISIS INTERVENTION

Policy Continued:

“Responding officers generally should **not**:

- Use stances or tactics that can be interpreted as aggressive
- Allow others to interrupt or engage the person
- Corner a person who is not believed to be armed, violent or suicidal
- Argue, speak with a raised voice or use threats to obtain compliance

CLOSING: 7 EASY STEPS TO SUCCESSFUL DE-ESCALATION

- Don't be a jerk
- "If you start out nice, you can always get mean, but if you start out mean, you can never be nice."
- Communicate
- Be the 52-year-old you, not the 17-year-old you.
- "Don't take it personally, don't make it personal."
- Don't hang out with angry people (internal culture)
- Finally, and most importantly, de-escalation never means compromising officer safety

CLOSING: IN-SERVICE COMPLETE

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