

Crisis Responder Training Class

Duration: 3 Days / 24 Hours

The **Crisis Responder Training Class** is designed to equip **law enforcement officers, crisis intervention teams, and public-facing professionals** with the essential skills to effectively manage encounters with **individuals facing mental illness, crisis situations, or emotional distress**. This **three-day intensive course** focuses on **de-escalation strategies, behavioral analysis, and community resource connections** to reduce **use-of-force incidents, unnecessary arrests, and repeated crisis interactions**. Participants will gain an in-depth understanding of **mental health considerations, communication techniques, and crisis intervention strategies** to foster safer and more positive outcomes in high-stress encounters.

Key Learning Objectives:

- **Enhance de-escalation skills** to safely defuse volatile situations.
 - **Identify and manage crisis behaviors** linked to mental health disorders.
 - **Develop verbal and non-verbal communication techniques** to foster compliance.
 - **Understand the neurological and psychological aspects of crisis responses.**
 - **Utilize strategic approaches** to prevent repeat encounters and provide long-term solutions.
 - **Connect individuals with appropriate community resources** to minimize justice system involvement.
-

Three-Day Class Schedule

Day 1: Foundations of Crisis Response & De-Escalation

Morning Session (4 Hours) – Understanding Crisis & Mental Health

- **Introduction & Course Overview**
 - Instructor background, course objectives, and learning outcomes.
 - Importance of crisis response training in law enforcement and public service.
- **The Psychology of Crisis & Emotional Reactions**
 - Understanding the brain's **fight, flight, freeze, and fawn responses**.
 - How stress and trauma impact perception, behavior, and reasoning.
- **Common Mental Health Disorders in Crisis Response**
 - Recognizing symptoms of schizophrenia, personality disorders, PTSD, and mood disorders.
 - Differentiating between mental illness, substance abuse, and cognitive disabilities.

Afternoon Session (4 Hours) – Behavioral Analysis & Communication Strategies

- **Behavioral Indicators of a Crisis**
 - Identifying **early warning signs** of emotional distress and agitation.
 - Categorizing crisis responses into **three levels**: emotional reaction, escalating distress, and full crisis.
 - **De-Escalation & Crisis Communication Techniques**
 - The **4-Step Approach**: Control yourself, Identify needs, Acknowledge emotions, Restart positive communication.
 - The **B.L.E.A.C.H. Method** (Behavior, Listen, Empathize, Agree, Compliment, Help).
 - Utilizing **verbal and non-verbal cues** to establish rapport and reduce resistance.
-

Day 2: Tactical Crisis Management & De-Escalation Applications

Morning Session (4 Hours) – Stress Management & Tactical Approaches

- **Decision-Making Under Stress**
 - The impact of stress and adrenaline on perception and judgment.
 - Techniques for maintaining situational awareness and mental clarity.
- **Tactical De-Escalation Strategies**
 - Effective positioning, **non-aggressive stances**, and managing officer presence.
 - Using **calm commands, active listening, and controlled body language**.
- **Understanding & Managing Delusions, Hallucinations, and Psychosis**
 - How to engage with individuals experiencing **delusions or hallucinations**.
 - Avoiding **confrontational questioning** and providing structured guidance.

Afternoon Session (4 Hours) – Applied De-Escalation Techniques

- **Role-Playing Crisis Scenarios**
 - Hands-on simulations involving **suicidal individuals, agitated subjects, and psychotic episodes**.
 - Group discussions and feedback on de-escalation effectiveness.
 - **Assessing Risk & Determining Response Levels**
 - Understanding **when to intervene, detain, or seek mental health assistance**.
 - Differentiating between **law enforcement action vs. community caretaking roles**.
 - **Documenting & Reporting Crisis Incidents**
 - Best practices for recording **mental health-related encounters**.
 - How proper documentation impacts legal considerations and community partnerships.
-

Day 3: Community Engagement, Legal Considerations, & Final Assessment

Morning Session (4 Hours) – Legal & Ethical Considerations in Crisis Response

- **Liability, Legal Frameworks & Law Enforcement's Role**
 - The balance between **public safety, civil rights, and mental health interventions.**
 - Understanding **involuntary commitment laws, emergency detentions, and liability concerns.**
- **Connecting Individuals to Mental Health & Community Resources**
 - Identifying **local crisis intervention teams, hospitals, and rehabilitation centers.**
 - Building **effective partnerships with mental health professionals** and advocacy groups.

Afternoon Session (4 Hours) – Final Scenarios & Course Wrap-Up

- **Scenario-Based Crisis Response Exercises**
 - Participants engage in **realistic crisis intervention scenarios** with live feedback.
 - Practical application of **verbal de-escalation, body language control, and resource referral strategies.**
- **Final Assessment & Certification**
 - Group debriefing and individualized performance reviews.
 - Issuance of **Crisis Responder Training Certificate** upon successful completion.
 - Q&A session and closing remarks.

Why Take This Course?

By completing the **Crisis Responder Training Class**, participants will be equipped to **handle crisis situations more effectively, reduce the need for force, and improve community relations.** This course provides **practical, real-world tools** to ensure officers and professionals can **de-escalate tense encounters while ensuring the safety of all involved.**