De-Escalation Training Outline

I. Module 1: Introduction and Background
   a. Outline of Course Goals
   b. Video: Bodycam of K9 Deputy Talking Down Man with Knife
   c. Define De-escalation
   d. Video: Police One De-escalation Discussion
   e. Discussion of De-escalation Benefits
   f. Discussion of our “mission” in policing
   g. Origins of De-escalation

II. Module 2: De-escalation Techniques and Strategies
   a. Personal, Mental, and Physical Health
   b. Strategy: Identification of Crisis versus Problem
   c. Active Listening
   d. Encouraging and Reassuring
   e. Paraphrasing
   f. Summarizing
   g. Empathetic Listening

III. Module 3: Verbal Control and Tactical Repositioning
   a. Elements of Verbal Communication
   b. Voice Control and Respect
   c. Tactical Repositioning
   d. Video: Alameda PD officers respond to man dancing in the bike lane
   e. Body Language
   f. Body Movements
   g. Challenging Postures
   h. Tactic: When Safe, Seek Their Level
   i. Tactic: Make a Connection
   j. Tactic: Distract the Person
   k. Tactic: Motivate the Person
   l. Tactic: Offer Options, Allow Acceptable Decision-Making
   m. Video: Miami Dade officer de-escalates man with knife
   n. Video: South Daytona police officer talks man into custody

IV. Module 4: De-Escalation as the Norm
   a. Legislation Review
   b. FCPD Policy 466.6
   c. Penal Code 835a
   d. Video: Officer Attacked During Collision Investigation
V. Closing:
   a. 7 easy tips for successful de-escalation

VI. Review Use of Force Policy

VII. Housekeeping:
   a. Sign Training Roster
   b. Review Covid-19 video
   c. Review Injury and Illness Prevention Plan (IIPP)
   d. Complete acknowledgment forms