

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