

San Diego County Sheriff's Department
Continuing Professional Training
2019-2020
Perishable Skills Program
De-Escalation Course

COURSE GOAL:

The course will provide the student with information, techniques, and methods to successfully de-escalate critical incidents and high stress situations. The course will cover communication techniques, de-escalation tactics, and methods to overcome verbal resistance through empathy, verbal deflection and redirection.

The course consists of lecture and group discussion.

Tactical Communication

Minimum Topics/Exercises:

- a. Officer Safety
- b. Communications Elements
- c. Escalation vs. De-Escalation
- d. Inappropriate Language/Communication
- e. Class Exercises/Student Evaluation/Testing
- f. Professionalism of Law Enforcement.

COURSE OBJECTIVES:

- I. Students will know how to enhance both their officer safety and professionalism.
- II. Demonstrate competence in handling verbal abuse through deflection and redirection techniques.
- III. Demonstrate knowledge in basic communication concepts and principles as it applies to law enforcement.

Minimum standards of performance shall be tested by an instructor observing the student during their performance of each technique and exercise. If the student does not meet minimum standards, as established by the presenter, remediation will be provided until the standard is met.

EXPANDED COURSE OUTLINE

- I. De-Escalation Techniques (Verbal)– (a,b,c,d,f)
 - A. The three C's
 - 1. Contain – the situation unless forced to act. Do not create exigency.
 - 2. Control – Assist with personnel movements, strategic placement and use of weapons.
 - 3. Communicate – With supervisors, the suspect, and others as appropriate
 - B. Time is on our side.
 - 1. Active Listening Skills - MOREPIES
 - a. Minimal encouragers
 - b. Open ended questions
 - c. Reflecting/mirroring
 - d. Emotional labeling
 - e. Paraphrasing
 - f. "I" messages
 - g. Effective pauses
 - h. Summary
 - 2. Behavioral Influence
 - a. ALS
 - b. Empathy
 - c. Rapport
 - d. Influence
 - e. Behavioral Change

- II. De-Escalation Techniques (Active) – (b,e,f)
 - A. P.A.T.R.O.L.
 - 1. Planning
 - a. Use dispatched information and knowledge to develop initial response.
 - b. Adapt plan as additional information becomes available.
 - c. Coordinate the approach
 - 2. Assessment
 - a. Suspect non-compliant, if so why?
 - b. Deliberate – Resisting or attempting to escape
 - c. Inability to comprehend (Physical, Mental, or other impairments)
 - 3. Time
 - a. Distance + Cover = Time
 - b. Time allows tactics to be developed and refined
 - c. Time allows for communication and for resources to be called
 - 4. Redeployment
 - a. Control situation by adjusting positioning
 - b. Change tactics as necessary
 - c. Redeployment should not give suspect any advantage
 - 5. Other Resources
 - a. Call for assistance as needed (SED, CNT, K9, LL, etc.)
 - 6. Lines of communication
 - a. Maintain communication with suspect, witnesses, family, etc.
 - b. Present a well-organized, professional, team element to deter suspects

from actively resisting or escaping.

B. Tactical Intervention

1. Scene control
 - a. Who is in charge?
 - b. Who is using force?
 - c. Is IC identified, if not why?
2. Positioning, Tactics, Weapons identified.
3. As a last resort or when safety of deputy/public is compromised.