



**Course Title:** 6.11 MLEAP De-Escalation and Conflict Resolution

**Time:** 2 hours

**Course Description:** This course will provide law enforcement personnel with the tools necessary to negotiate encounters successfully and safely with mentally ill subjects and or subjects in crises. It is designed to develop the student's skills, knowledge, and abilities, to utilize effective communication concepts to gain voluntary compliance and/or overcome resistance by using the appropriate force options.

This course meets Level 2 MLEAP training requirements.

**Learning Objectives:**

- Define conflict resolution and de-escalation.
- Identify characteristics of individuals in crisis.
- Describe appropriate responses to individuals in crisis.
- List the benefits of applying conflict resolution and de-escalation techniques in crisis situations.

**Course Outline Sections:**

- Introduction
  - Definitions
    - Crisis
    - De-Escalation
    - Aggressive Behavior
    - Impulsive Aggression (Affective Aggression)
    - Instrumental Aggression (Predatory Aggression)
- Crisis and De-Escalation
  - Guidelines for Crisis Intervention
  - The De-Escalation Mindset
  - Avoiding Negative Responses in Crisis Situations
    - Impact of Language and Tone



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- Role of Non-Verbal Communication
- The Role of Problem-Solving in Community Policing
- Understanding the Impact of Mental Illness on Crisis
- Spotting Warning Signs of Mental Health Crises
  - Change in Personality
  - Uncharacteristic Anxiety, Anger, or Moodiness
  - Social Withdrawal and Isolation
  - Lack of Self-Care or Risky Behaviors
  - Sense of Hopelessness or Overwhelm
  - Common Signs of Agitation in a Mental Health Crisis
- Video – De-Escalation Example
- Crisis Response Strategies for Common Situations
  - Psychotic (Disorganized Thinking) and Verbally Aggressive
  - Hallucinations
  - Delusional Statements (Including Paranoia)
  - Compulsive Talking (Mania)
  - Intoxication
  - Depression
  - Suicidal Person
- Guidelines for De-Escalation
  - Safety and Awareness
  - Communication
  - Approach
  - Environmental and Emotional Factors
  - Active Listening and Non-Verbal Cues
- De-Escalation Techniques
- Techniques for Calming the Emotionally Distressed
- Communicating Acceptance
- Safety Strategies for Disputes
- Building Calm in Conflict
- Video – Deputies Practice De-Escalation Techniques
- QUIZ: De-Escalation and Conflict Resolution