

Deputy Probation Officer Core Training

Topic 3.0: Communication

Class 3.2: Crises Communication and De-Escalation

Instructional Time: 4 hours

1. Welcome and Introductions
2. Objectives
 - a. Identify stress-provoking situations that may precede crises.
 - b. Given a list of behaviors, identify those that indicate an offender is in crisis.
 - c. Identify ways to verbally intervene in a situation that is beginning to escalate.
 - d. Identify intervention techniques used by officers to de-escalate tension (best practices).
 - e. Given a description of a crisis where one or more persons is emotionally upset, identify appropriate response by the officer.
 - f. Given a scenario involving a disturbance with an offender, identify the appropriate response.
 - g. Given a scenario in which there is an escalation of tension, demonstrate the effective use of communication skills to de-escalate tension.
 - h. Identify how to communicate with victims of sexual abuse.
3. Crises Recognition and Response
4. Crises Communication and De-Escalation
5. Activity: Behaviors in Crises
6. Intervention Techniques
7. Scenarios: Crises Communication
8. Communicating with Victims of Sexual Abuse
9. Review / Closing / Evaluations

