Verbal De-Escalation and Crisis Communication Skills for Jail and Officers

Instructor:

Mark Lowther served in the US Marine Corps and has 30 years in public safety. Eight years in corrections as a line officer and supervisor and 22 years in law enforcement operations as an officer and supervisor.

Mark has served as a SWAT hostage negotiator for a major portion of his career. Mark served two Metro SWAT teams as a negotiator from tech to hostage negotiation team leader.

Mark has extensive background and training in suicide intervention, verbal de-escalation, and mental illness. Mark has trained law enforcement locally and nationally on interaction with suicidal individuals and the mentally ill. Mark was named as the Utah Tactical Officers Association 2012 Crisis Negotiator of the year.

Mark has been to Ukraine four times to train civilians, police, military, and intelligence personnel in the areas of Hostage Negotiations and Crisis Intervention.

Lt. Lowther has worked in corrections, patrol, detectives, vice/gangs, motors, warrants, and court security. Lt. Lowther served as part of the Public Safety Law Enforcement Unit in the 2002 Salt Lake Winter Olympics.

Legal and Liability Risk Management Institute
700 N. Carr Rd., # 595
Plainfield, IN 46168

Phone: 317-386-8325
Fax: 317-386-8228

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May 27, 2021 • Columbus, Ohio

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Sponsored By:
Columbus Police Department
Columbus, Ohio

James R. Alsup, *Director*

Training Seminar

Verbal De-Escalation and Crisis Communication Skills for Jail and Correction Officers

Instructor:
Mark Lowther, (Retired)

May 27, 2021
Columbus, Ohio
Register On-Line At: www.llrmi.com

Verbal De-Escalation and Crisis Communication Skills for Jail and Correction Officers

Course Objectives:

Today's scrutiny placed upon police officers and other first responders have resulted in a growing need to learn verbal conflict and crisis communication skills. When verbal encounters become adversarial and escalate, they can often lead to controversial use of force issues or worse. When many of these incidents are reviewed, the officer is often scrutinized for their lack of de-escalation techniques. Verbal de-escalation is becoming an essential training issue in law enforcement. It was addressed in The President's Task Force on 21st Century Policing (2015), The National Consensus Policy on Use of Force (January 2017) and most recently in President Trumps Executive Order on Safe Policing for Safe Communities (June 2020).

Although no training can ever reasonably be expected to stop all incidents from escalating to use of force, many citizens and communities have begun to expect officers to receive training and when possible apply verbal de-escalation strategies.

This training is designed to help law enforcement, corrections, EMT's, Fire Fighters and others to understand and deal with individuals who are agitated or in crisis.

Attendees will learn that communicating verbally during a potential force encounter may aid in stabilizing the situation.

Verbal de-escalation may reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation.

Attendees will learn many of the same skills Crisis/Hostage negotiators use to de-escalate, build rapport, and often move the subject who is agitated/in crisis towards the rational communications that benefits everyone involved.

Attendees will also learn how to become more effective listeners which in turn will make individuals better officers, report takers, and overall better communicators. This can aid in the reduction of officer complaints and possibly in some instances use of force issues.

At The Conclusion of This Course, The Participant Should Be Able To Do The Following:

- Understand what happens physiologically when subjects are agitated or in crisis.
- Understand techniques that may be effective in getting the subject to think and act more rationally.
- Know how to develop and maintain rapport.
- Employ active listening skills to de-escalate the subject and work towards gaining compliance.
- How to encourage individuals to cooperate without the use of force.
- Move beyond basic verbal commands (Ask, Tell, Make) to actual problem-solving dialog with persons in extreme crisis.
- Understand the steps needed to effect behavioral change.
- Understand the benefits of listening and letting the subject "Tell their story".
- Better understand the mindsets of suicidal individuals and deal more effectively with suicide by cop ideations.

Seminar Agenda

Verbal De-Escalation and Crisis Communication Skills for Jail and Correction Officers

May 27, 2021 • Columbus, Ohio

Thursday, May 27, 2021

8:00 a.m.—8:30 a.m.	**Registration**
8:30 a.m.—9:00 a.m.	Welcome and Introduction
9:00 a.m.—11:00 a.m.	"Ferguson Effect" and Citizens Expectations For De-Escalation.
11:00 a.m.—12:00 p.m.	Understanding "Fight or Flight" and the Physical and Mental Effects on a Subject Who is in a Crisis Mindset (Angry, Scared, Confused).
12:00 p.m.—1:00 p.m.	**Lunch (On Your Own)**
1:00 p.m.—2:00 p.m.	Verbal Skills for De-Escalation. Active Listening, The 80-20 Rule, Voice Control.
2:00 p.m.—3:00 p.m.	Communicating with the Mentally Ill in Crisis.
3:00 p.m.—4:00 p.m.	Role Plays
4:00 p.m.—5:00 p.m.	Questions & Answers
5:00 p.m.	**Certificate Presentation**

Cut Along Dotted Line

3 Ways to Register for a Seminar!

Ways to Register

1. ***Register Online:*** www.llrmi.com
2. ***Fax Form: 317-386-8228***
3. ***Mail Form*** **to:**

Legal and Liability Risk Management
700 N. Carr Rd., # 595
Plainfield, Indiana 46168

Federal ID: 81-0692135

If you have any questions please call

317-386-8325

Upon receiving your registration we will send an invoice to the department or agency .

Checks, Claim Forms, Purchase Orders should be made payable to: LLRMI

Seminar ID #15341

Seminar Title: **Verbal De-Escalation and Crisis Communication Skills for Jail and Correction Officers**

Instructor: **Mark Lowther**

Seminar Location: **Columbus Police Training Academy**
1000 North Hague Avenue
Columbus, Ohio 43204

When: May 27, 2021

Registration Time: 8:00 a.m. (May 27, 2021)

Note:
To receive special room rates, please identify yourself with **LLRMI/ Group Code #2429657**

Hotel Reservations: **Drury Inn & Suites/Columbus Convention Center**
88 East Nationwide Blvd
Columbus, Ohio 43215
1-800-325-0720
$89.00 Single or Double (plus tax)

Registration Fee $150.00 Includes Verbal De-Escalation and Crisis Communication Skills for Jail and Correction Officers, **Printed Training Manual** and Certificate of Completion.

Names of Attendees 1. _____

2. _____

3. _____

4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

Address _____

City _____ **State** _____ **Zip** _____

Email _____

Phone _____ **Fax** _____