

# Crisis Intervention for Communications Class

## Basic Crisis Intervention and Verbal De-Escalation for Communications Staff (BCI-COMM)

This is an 8-hour class intended for civilian telecommunications employees. It has been formulated to address phone-based crisis de-escalation and mental health awareness training for the communications staff member or the 911 operator. The course is designed to teach effective information gathering skills through basic communication and de-escalation approaches. Our goal is to teach participants to manage and slow down any form of crisis in order to give first responders time to arrive on scene. The *Strategic Advantage* philosophy of crisis management will be discussed and emphasized. The course is completed in a one-day block with a hands-on scenario component that lasts approximately three hours.

## Advanced Crisis Intervention and Verbal De-Escalation for Communications Staff (ACI-COMM)

This is a 16-hour class for advanced or previously trained civilian telecommunications employees. It has been designed to further address the nuances of phone-based crisis de-escalation and mental health awareness training for the communications staff member or the 911 operator. The course is designed to further enhance effective information gathering skills through basic communication and de-escalation approaches. The *Strategic Advantage* philosophy of crisis management will be covered in depth. The course is completed in a two-day block with a six-hour hands-on (participant involved) scenario and experiential component being incorporated into the instruction.

## House Bill 93 In-Service and Biennial Training for Communications Staff

This is a 4-hour class designed to meet the requirement mandated by NM HB-93 that all emergency communications staff complete training in crisis intervention every two years. The content will include general phone-based crisis de-escalation and a mental health update. The class includes a short hands-on scenario component and will revisit the concepts of active listening and the *Strategic Advantage* approach to crisis management.

All class instructors will be current law enforcement officers, police psychologists, mental health providers, telecommunications experts, and retired law enforcement officers with extensive expertise and experience in verbal de-escalation and crisis management.

*All Classes are NMDPS NMLEA Accredited.*

*They also meet & exceed the mandatory requirements for HB-93 telecommunicator biennium training.*

### Upcoming 2018 Class Dates

BCI-COMM: January 14<sup>th</sup>, 2019

BCI-COMM: July 15<sup>th</sup>, 2019

ACI-COMM: January 15-16<sup>th</sup>, 2019

ACI-COMM: July 16-17<sup>th</sup>, 2018

### Class Times

8am-5pm each day

### Class Cost

\$50 per person for Half Day Class

\$125 per person for 1-Day Class

\$225 per person for 2-Day Class

Group discounts available

### Class Location

8341 Washington St. NE.  
Albuquerque, NM 87199  
(One Block South of Alameda and  
one block west of Jefferson)

### Close Lodging Options

Holiday Inn Express and Suites

505-797-2291

Courtyard by Marriott

505-823-1919

Albuquerque Marriott Pyramid

505-821-3333

Drury Inn and Suites

505-341-3600

## PUBLIC SAFETY PSYCHOLOGY GROUP LLC

8341 WASHINGTON ST. NE. ALBUQUERQUE, NM 87113

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## Course Topics and Exercises

- Introduction to the Crisis Intervention Approach
- The History of Crisis Intervention
- The Reduction of Civil Liability Through Crisis Intervention Training
- Abnormal and Deviant Behavior
- Destigmatizing Mental Illness
- Communicating with People in Crisis
- Mood Disorders, Suicide, and Suicide-By-Cop
- Anxiety Disorders and PTSD
- Psychotic Disorders
- Basic Active Listening Skills
- Personality Disorders
- Legal Updates and the NM Mental Health Code (43-1-10)
- Autism, Dementia, Alzheimer's, Developmental Disability, and TBI
- Psychotropic Medications
- Identifying Community Resources
- Working with Consumers
- Working with the Homeless Population
- Applied Communication Skills
- How Drugs and Alcohol Affect People in Crisis
- Live Phone-Based Scenario Experiences



### *The Course Director is Dr. Troy Rodgers*

Dr. Rodgers is a police psychologist based in Albuquerque, New Mexico. He has a master's degree and a doctorate in clinical forensic psychology. He has worked with public safety personnel for over 20 years. At the present time, Dr. Rodgers works as a consultant to over 140 local, state, and federal law enforcement and corrections agencies.

Dr. Rodgers is a highly sought after trainer in the field of psychology and criminal justice. He is routinely utilized as an expert by multiple regional media outlets. Dr. Rodgers is also certified as a Professional Lecturer and Master Instructor by the New Mexico Department of Public Safety Training Academy.

### **Class Registration**

To register, please fill out this registration form for all attendees and either fax (505-888-5498), mail (PO Box 92002, Albuquerque NM. 87199), or email ([t.rodgers@pspg-nm.com](mailto:t.rodgers@pspg-nm.com)) it in. If you have any questions please call 505-888-5499. Note that we can provide an invoice or quote if one is needed. Checks, purchase orders, etc. should be made out to **PSPG**.

Name of Attendee: \_\_\_\_\_

Department or Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Class Dates: \_\_\_\_\_

Payment Method: Check \_\_\_\_\_ Purchase Order \_\_\_\_\_ Credit Card \_\_\_\_\_

Credit Card #: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Card Zip Code: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Card Security Code: \_\_\_\_\_

**\*\*There is a \$100 No Show/Late Cancellation fee (less than 14 days before an event) for all PSPG classes. No fee will be charged if you reschedule for a future class.**

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