

Verbal De-Escalation

CRASH COURSE

COURSE OVERVIEW

The Verbal De-Escalation Crash Course is an interactive training designed to equip public safety professionals with practical communication skills and strategies for effectively working with individuals in crisis. Topics include abnormal behavior, mental illness, active listening, strategic communication, psychotropic medications, developmental disabilities, and identifying community resources. Participants will learn the steps of verbal de-escalation and apply their knowledge through five hours of live scenario training and video analysis, emphasizing real-world application, improved communication, and safer outcomes.

COURSE TOPICS & EXERCISES

- This Course is a brief interactive-based approach to the verbal-de-escalation training often seen in CIT Classes.
- Communication skills and the techniques that are effective in working with people to gain beneficial outcomes.
- Introduction to Abnormal Behavior and Verbal De-escalation Basics
- Strategic Communication Skills
- Destigmatizing Mental Illness and Mental Illness 101
- Communicating with People in Crisis and Basic Active Listening Skills
- Identifying Community Resources for those in crisis
- Autism, Dementia, Alzheimer's, Developmental Disability, and TBI
- Psychotropic Medications
- Personality Disorders
- People In Crisis and The Steps to De-escalation
- And five (5) hours of live scenario training and video analysis.

COURSE PRESENTED BY:

Public Safety Psychology Group LLC

Troy Rodgers Psy.D. – Course Coordinator

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CLASS DATES

CLASS TIMES

8am-5pm each day

CLASS COST

$475+tax (per person)

Group Discounts Available

OFFICE LOCATION

8341 Washington St. NE.
Albuquerque, NM 87113

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