

Advanced Calming the Crisis Class

Class Overview

The Advanced Calming the Crisis Class (Formerly the Civilian Crisis Intervention Class-CCI) is designed to be an interactive two-day (16-hour) class based on the extensive verbal de-escalation skills taught to law enforcement officers. It is designed for anyone who interacts with people on a daily basis and has the potential to encounter conflict or disagreements. During the course of the class, participants will gain crucial knowledge about communication skills and the techniques that are effective in working with people to gain a mutually beneficial outcome. Participants will also learn to address people in crisis in a manner that reduces tension and the possibility for physical injury to anyone involved.

The concept of mental health and its effect on the verbal interaction will be addressed as well. Participants will be able to actively engage in over six hours of live scenario situations. One of our goals is to teach participants about crises and mental illness in order to improve their comfort with these types of situations. As the comfort level increases so will their ability and confidence to predict and respond to unexpected abnormal behaviors. We believe that if you can predict or anticipate behavior with some degree of accuracy you can become a safer and more effective communicator.

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

We can all use a little help in our communication skills!



PUBLIC SAFETY PSYCHOLOGY GROUP LLC

8341 WASHINGTON ST. NE. ALBUQUERQUE, NM 87113

PO BOX 92002, ALBUQUERQUE, NM 87199

PHONE: (505) 888-5499

FAX: (505) 888-5498

WEBSITE: PSPG-NM.COM

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Upcoming 2022 Class Dates

- (1) January 21-22nd 2022 (Alb. NM)
- (2) July 5-6th 2022 (Alb. NM)
- (3) November 9-10th 2022 (Alb. NM)

Class Times

8am-5pm each day

Class Cost

\$325 per person

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



Course Topics and Exercises

- Basic Communication Skills
- Non-Verbal Communication
- Basic Active Listening
- Strategic Communication Skills
- Intro to Verbal De-escalation
- What is Crisis Intervention
- How do People in Crisis Respond
- Abnormal and Deviant Behavior
- Destigmatizing Mental Illness
- Communicating with People in Crisis
- Mood Disorders and Suicide
- Anxiety Disorders and PTSD
- Psychotic Disorders
- Basic Active Listening Skills
- Personality Disorders
- Autism, Dementia, Alzheimer's, Developmental Disability, and TBI
- Psychotropic Medications
- How Drugs and Alcohol Affect People in Crisis
- Identifying Community Resources
- Applied CCI Communication Skills
- Personal Safety and the CCI Approach
- When to Use the CCI Approach
- How is this related to my personal relationships?
- And Over 6 Hours of Live 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 law enforcement officers for over 15 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) 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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