



# Verbal De-Escalation CRASH COURSE

## 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.

Register Online at <https://form.jotform.com/243395441704154> or:

**Course Presented By:**  
Public Safety Psychology  
Group LLC  
Troy Rodgers Psy.D. - Course  
Coordinator

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## 2025 Class Dates

February 4-5, 2025  
April 22-23, 2025  
July 1-2, 2025

## Class Times

8am-5pm each day

## Class Cost

\$400+tax (per person)

Group Discounts  
Available

8341 Washington St. NE. Albuquerque,  
NM 87113  
(One Block South of Alameda and one  
block west of Jefferson)

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: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ 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.**