

# Conflict Management/De-Escalation – Syllabus and timeline

## January CPT 2020

What will be accomplished by the end of the class:

- Gain an understand the basic framework for managing conflict
- Know how to not cause/unnecessarily escalate conflict
- Learn strategies to de-escalate conflict and deal with crisis situations
- Know how to confidently deal with verbal abuse and engage in difficult conversations
- Learn how to manage your “personal” and “professional” face
- Know how to end the interaction in a better place than where it started
- Know how to stay safe and protect the safety others
- Know how to “look good on camera”

Some of the topics to be covered and lessons taught to accomplish these goals:

- Tools for non-escalation and de-escalation
- Pamphlet and conflict management cards to be handed out
- Empathy Triad
- Tools for treating with dignity by showing respect
- Gateway behavior recognition and responses
- Proxemics 10-5-2
- Universal greeting
- Tools for active listening
- Tools for deflections and redirections
- Persuasion Sequence
- Crisis intervention goals
- Contact closures and their importance
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0000-0050:

- You are not responsible for the outcome, but you are responsible for the process
- Introduction of the 6C’s Conflict Management Chart
- The purpose of the universal greeting
- Why this training is so important
- Why we should buy into this training as officers
- Introduction to treating people with dignity by showing respect

10 minute break

0100-0150:

- Five approaches to treating people with dignity by showing respect
- The difference between sympathy and empathy
- Active listening (intelligence gathering)
- Empathy Triad
- The Social Contract: A voluntary agreement within an organization to consistently treat both their clients and employees with dignity
- Things to avoid: speaking reactively and/or bringing up conflict triggers
- How to maintain emotional equilibrium

10 minute break

0200-0250:

- Dignity phrases
- Introduction of non-escalation/de-escalation card, physical alternatives card, and treating people right card
- Breaking down the 6C's Conflict Management Chart
- How to plan a proper response rather than a reaction
- Conditions of awareness, basic threat indicators and gateway behaviors
- Introduction of the "Showtime" mindset and showtime tactic

10 minute break

0300-0350:

- The introduction of proxemics and its importance
- 10-5-2 rule and when each is applicable
- Applicability of the Universal Greeting
- Scripting the Universal Greeting
- Introduction of non-escalation versus de-escalation
- Universal greeting practice

Lunch Break

0500-0550:

- Perspective taking

- Beyond active listening introduction
- Seeing the world through their eyes
- Review of Empathy Triad, Active Intelligence Gathering, non-escalation and de-escalation, deflections and redirections and diverting attention

10 minute break

0600-0650:

- Persuasion Sequence Application
- Verbal intensity
- Crisis Intervention and management strategies
- Closures and the importance of always using one
- Debriefing
- Documentation

10 minute break

0700-0945:

- Putting it all together
- Summary of topics presented
- Preparation and execution of scenarios

Scenario structure:

- Officers dispatched in pairs and working together to handle the following calls for service:

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[REDACTED]