



READ, RECOGNIZE & RESPOND

Building Rapport, De-Escalation Skills & Detecting Danger

Calming the irrational and resolving conflict are regular responsibilities for those in law enforcement. Officers also must be able to detect danger cues and determine whether someone is an immediate threat or they are simply experiencing irrational emotions. Therefore, officers need to be experts in human behavior and have a working knowledge of managing stress.

Read, Recognize & Respond tackles these issues head-on by providing students with the information and skill sets necessary to achieve both success and safety in the profession. Numerous case studies, scientific research and videos of real life interactions are examined and discussed so students can develop an understanding of proven theories and tactics that they can immediately utilize on the street.

While this seminar is designed to be dynamic, practical and fun it takes the subject of officer and community safety seriously. Students will develop a thorough understanding of human nature and how effective communication skills are the key to developing rapport, calming the irrational and detecting danger signals.

Course topics will include but not be limited to:

- The Stages of De-escalation & Conflict Resolution: *Engage, Consider, Decide, Communicate & Follow-through*
- The intersection of communication, stress & the realities of force
- Balancing citizen service & officer/citizen safety
- Our roles as *Guardians of Democracy*
- *Thin Slicing: Assessing and Evaluating People and Situations*
- *Layers of Assessment: The Unconscious & Conscious compiling of data*
- *Our Professional Goal: Redirecting and influencing others behavior*
- Attitude and Controlling the Self
- *Stress: The ignored factor in police training*
- *Stress & Performance: Diverted or Focused*
- The Four Truths of Human-to-Human Interactions
- Detecting Danger Cues