

# Read, Recognize & Respond



The Gold Standard in Law Enforcement Training

## Building Rapport, De-Escalation Skills & Detecting Danger

Expertly designed to help officers "read" actively pressurizing situations, determine risk levels and safely control and de-escalate, this timely on-day program spans a vast array of topics critical to effectively minimizing the need for force in potentially combative encounters.

Throughout this eight (8) hour course, students will learn the foundational principles of human psychology and behavior, verbal and non-verbal communication, conflict resolution techniques and possible indicators of pending violence. Ultimately, students will be armed with evidence based, street proven tactics that can bring even the most agitated encounters to a non-violent conclusion.

Numerous case studies, scientific research and a wide array of videos depicting real life encounters are utilized to offer training scenarios with the goal of understanding and improving your interaction skills.

### This course will discuss:

- ✓ The Stages of De-escalation & Conflict Mitigation
- ✓ Calm, Irrate & Irrational Subjects
- ✓ Spot Violence, Danger Cues and Pre-Attack Indicators
- ✓ Understanding How Stress Impacts Communication
- ✓ Disarming Phrases that Facilitate De-Escalation
- ✓ Learn to Skillfully Leverage "Need Awareness"
- ✓ Stress & Performance: Diverted or Focused

8 Hours

Over One-Million Trained

Evidence Based Training