

# CRISIS RESPONSE AND MANAGEMENT



**Course Description:** Formerly Crisis Intervention - 053, this 40 hour course provides criminal justice officers and civilian support staff the training on the legal aspects of and the most effective and up-to-date crisis intervention strategies, including advanced de-escalation, defusing, Active Listening and negotiation. Students will apply these skills and receive appropriate instructor review and critique during the role-playing scenarios practicum.

**Course Objectives:** At the end of this program, students should be able to:

- Be familiar with the concept and the patterns of a person's emotional response to a crisis situation, the magnitude of crises encountered by officers, and the impact of proper response and handling of crisis situations
- Gain knowledge of de-escalation and defusing techniques and skills used in crisis intervention and the peaceful resolution of a crisis situation
- Be familiar with the importance of proper assessment and will possess an ability to interview people properly to gather information about a situation in an effort to identify the problem and offer possible resolutions
- Possess an increased knowledge of substance abuse and co-occurring or dual diagnosis disorder and will learn how to recognize these situations and intervene effectively
- Gain knowledge of effective crisis negotiation techniques to be used during a barricaded subject, hostage, or suicidal person incidents
- Acquire knowledge of mental illness (adult and children), PTSD, developmental disabilities, and aging issues. The student will learn the skills needed to recognize and intervene safely when individuals in these categories are in crisis



**Who Should Attend:**

- Law Enforcement Officers
- Correctional Staff

**Instructor:** Dr. R. "Doc" Davis is a former Navy Corpsman who served with the 2nd Battalion, 5th Marines. He is also a 20 year veteran of law enforcement, having retired from the Boynton Beach Police Department in Florida, where he built and commanded the agency's hostage negotiation and critical incident stress management programs. Dr. Davis' research interests focus on the areas of crisis intervention, hostage negotiation, human stress responses and Autism. Since his retirement, Dr. Davis has focused on providing instruction to law enforcement professionals through his company, RD2 Consulting, LLC.

**Fees:** None for certified officers and authorized support staff.

**End of Course Examination:** CJSTC Rule 11b35.001 9(b): A student enrolled in a Commission-approved Advanced or Specified Specialized Training Program Course shall achieve a score of no less than 80% on the written end-of course examination. A student enrolled in a Specialized Instructor Training Course shall achieve a score of no less than 85% on the written end-of-course examination, exclusive of demonstration of any proficiency skills.

**Attendance:** Attendance at the initial class is mandatory. All students must adhere to the attendance requirements of the Criminal Justice Standards and Training Commission and the Rules, Policies and Procedures of the Institute of Public Safety

**Dress Policy:** Your department's authorized training uniform. Law enforcement personnel not in uniform that are carrying exposed firearms must prominently display agency ID and/or badge at all times while on college property.

**This course is applicable to Mandatory Retraining or Salary Incentive; Federal I.D. #59-1216107.**