

De-escalation Skills for Public Safety Professionals

Date: TBA

Time: 8:30am-4:00pm

Location: TBA

Instructor: Dr. Robert J. Cipriano Jr.
<http://simcipgrouptrainingandconsulting.com/users/editorialdisp.php?mn=717490&fn=theinstructors>



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Summary: De-escalation can be utilized during a potentially dangerous, or threatening, situation in an attempt to prevent a person from causing harm to us, ourselves or others. Listening is the most fundamental component of interpersonal communication skills. Listening is not something that just happens (that is hearing), listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker.

Active listening is also about patience -pauses and short periods of silence can be beneficial in dialogue. Both listeners and speakers can benefit significantly from such pauses as active listening involves giving the other person time to explore their thoughts and feelings. Active listening not only means focusing fully on the speaker but also actively showing verbal and non-verbal signs of listening through expression in tone, volume, and cadence (rate) of speech. This seminar will cover the 14 communication techniques surrounding active listening skills and provide a platform to improve dialogue between co-workers, supervisors, and the individuals with whom they work with.

Learning Objectives

- De-escalation (via..)
- Listening Responses
- Action Responses
- Sharing Responses
- 14 Communication Patterns
- Active Listening-Communication Scenarios