



Module 16. Scenario-Based Skills Training – De-escalation Communication Skills

Time: 120 minutes

Slides: 39

Purpose: This module introduces concepts and skills relevant to effective communication and de-escalation. It introduces scenario-based training.

Learning Objectives:

Upon completing this module, participants should be able to:

1. Explain why communication skills are important for everyone's safety;
2. Identify guidelines to defuse a potential crisis;
3. Explain how to use active listening skills;
4. Describe what empathy is and why it is important;
5. Describe how tone and body posturing can shape outcomes; and
6. Integrate crisis management skills with officer safety procedures.

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