



Module 17. Scenario-Based Skills Training – De-escalation Strategies

Time: 120 minutes

Slides: 21

Purpose: This module contains de-escalation strategies for officers.

Learning Objectives:

Upon completing this module, participants should be able to:

1. Identify critical de-escalation learning points;
2. Explain the use of Hooks and Triggers in crisis response;
3. Name and demonstrate the Four Plays for verbal de-escalation; and
4. Identify potential escalating factors in crisis situations.

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