



MODULE 18. VERBAL DE-ESCALATION SCENARIOS

Role Player Instructions – Tip Sheet

Although role-playing can be fun remember that as a Role Player you are considered a trainer. You are helping the officers learn effective verbal de-escalation skills and strategies. Specific instructions regarding your role in the scenario will be provided separately. Still, there are several overall tips that you should consider as you are preparing for and presenting in the training:

- Become familiar with your scenario
- Review the symptoms or behaviors that you will “act” out
- Practice “acting” these symptoms or behaviors
- Stay in character as best possible
- Do not make it too easy, but also do not make it too hard
- As a Role Player you are looking for the Verbal De-escalation skills used
- Begin to work with the participant when you hear or see the following:
 - They have asked and gotten your name
 - They are not threatening
 - They have a calm, even voice tone
 - They are showing a genuine caring
 - They are showing empathy and respect
 - They are being repetitious
 - They are using restatement and reflection – they are identifying your feelings and can summarize what you are saying
 - Their body posture is not intimidating
 - They are listening
 - They are not cutting you off or interrupting
 - They make you feel safe
- If there is a weapon (not real) of any kind incorporated into the scenario, please put it down when an officer asks or commands you to do so. You can pause one time to say your weapon is keeping you safe. After that, put it down.
- Watch the Coach periodically for instructions on whether to stay in character or start cooperating with the participant

REMEMBER: AS A ROLE-PLAYER YOU ARE AN INSTRUCTOR – NOT AN ACTOR