

Released | **April 2020**

Multimedia ID | **289**

CPT Credit | **2**

Meets Mandate | **Yes**

Format | **Online & DVD**

VIEW THE VIDEO

To access this video online, visit the [POST Learning Portal](#). DVD disc versions may be available; learn more about DVD ordering at [POST Training Videos](#).

VIEWING MODES

Facilitated Group Course Viewing

Each segment features a short introduction, followed by scenarios with related questions and activities to assist in facilitating a group discussion. The facilitator has the option to play subject matter expert comments after the discussion to re-emphasize a training point. A "Facilitator's Guide" document (pdf) is included for this viewing mode.

Informational / Individual Viewing

This viewing mode allows an individual to view the training video without classroom facilitation by an instructor (it features the same scenarios and questions/activities as the "Facilitated Group Course" track). Individual viewers view sample group discussions, followed by comments from subject matter experts that reinforce the teaching points. A "Participant's Guide" document (pdf) is included for this viewing mode.

ABOUT THIS VIDEO

The goal of this training program is to provide law enforcement with the understanding of de-escalation, both in definition and practice. This training defines de-escalation, describes common ways it is regularly used by law enforcement, aids in the documentation of officers' de-escalation efforts, and reveals how it impacts the profession and influences public perception.

The program is designed to reinforce, strengthen, and demonstrate what officers are very likely already doing, while revealing some new approaches. In addition to building on techniques and strategies that officers already use, this training program introduces some new skills and demonstrates how de-escalation is effective for routine calls as well as high-intensity situations.

VIDEO CONTENTS

- **Overview**
- **Scenario 1 – Professionalism and Perspectives: De-escalation and Intervention**
Officers are dispatched to a shopping mall on a report of a female prostitute. Upon arrival, the first officer contacts a female subject and their conversation quickly escalates while the second officer initially contacts a security guard. In part two, the second officer intervenes and employs techniques to de-escalate the situation.
- **Scenario 2 – Self-Regulation: Time and Documentation**
An arrestee in a temporary holding cell threatens violence and becomes agitated when being prepared for transfer to a long-term facility. Several officers, including a supervisor, hurriedly approach the situation. One officer intervenes, employs de-escalation techniques, and resolves the potentially violent encounter.
- **Scenario 3 – The Power of Words: Distraught Student**
An officer encounters a very emotional high school student pounding on a classroom door during class and responds by employing various techniques to gain voluntary compliance and eliminates the need for physical contact or arrest.
- **Scenario 4 – Officer Safety and Officer Wellness: Family Disturbance**
Officers are dispatched to a home where a woman is reporting a male, later determined to be her adult son, is refusing to leave. Upon arrival, the officers find no legal reason to remove the male and utilize common techniques to de-escalate the event and provide the woman with resource information.
- **Final Thoughts**