

Thank you Pennsylvania Commission on Crime and Delinquency. Your Staff services with passions of hope sustains CIT for our future. *Sam*

Major Sam Cochran, (ret) presented Verbal De-Escalation (The Mosaic Art of CIT) to the PCCD State CIT Meeting on March 23, 2016, State College, Pennsylvania.

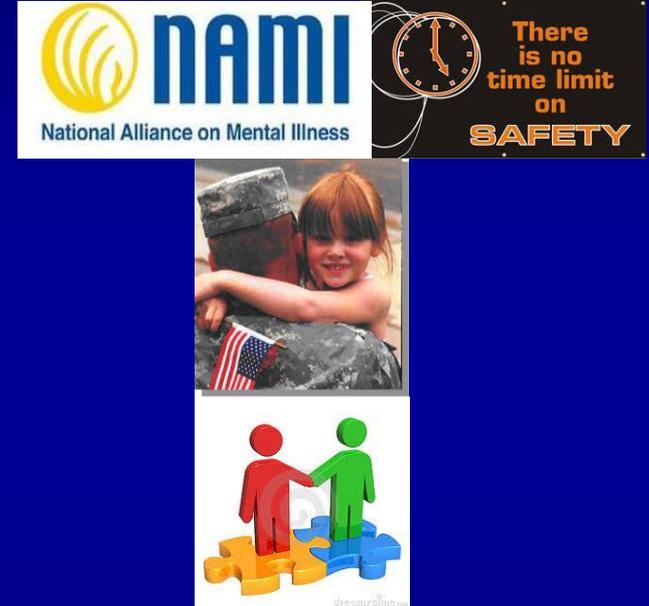
This PPT is submitted to PCCD to further assist the March 23rd attendees. The PPT lesson material is not intended to be an all encompassing verbal de-escalation training program. The lesson(s) presented are (were) intended to serve two primary training roles: (1) Introduce some verbal de-escalation strategy learning points and (2) Present some “new” Train-The-Trainer performance skills by which to enhance CIT verbal de-escalation learning (training beyond verbal de-escalation textbooks).

CIT Verbal De-escalation can be presented as an 8 hour 4-step training or 16 hour 5-step CIT Verbal De-escalation Train-The-Trainer program.

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2016 CIT Summit (PCCD) – State College, PA
March 23, 2016

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Verbal De-Escalation: Performance and Skills Are The Mosaic Art of CIT



Verbal De-Escalation / Summary Review : TTT & Strategies Training
“More than just a Textbook” / Presented to PCCD CIT Meeting

March 23, 2016

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Verbal De-escalation Strategies

Four Plays

Silent and Listen are spelled with the same letters

State College, Pennsylvania
PCCD: CIT State Meeting

De-Escalation Overview:
CIT Training & Train-The-Trainer

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Verbal De-Escalation Strategies: The Purpose

- ✓ To enhance Skills and Guardrails Training by means of STRATEGIES (4-Plays)
- ✓ Strategies are intended to enhance CIT crisis deployment: Engaging De-escalation Skills and Verbal De-escalation Guardrails with STRATEGY performances
- ✓ Building / Promoting CONFIDENCE - maximizing safety
- ✓ Scenario Training: Prompting attention to STRATEGY ADJUSTMENTS (Consideration)
 - Accommodating changing conditions / circumstances

Basic Verbal De-Escalation Strategies: Objectives and Goals

1. Teaching as a COACH
2. Introduce Officers to 4 de-escalation “PLAYS”
3. Developing a “Game” Playbook: STRATEGIES
4. Enhance Officer CONFIDENCE – practice, practice, practice



“ Sam’s Confidence Goat Slide ”

What's the “Never” Plan?

- Never too early to develop a plan
- Never a bad idea to assess or re-assess a plan
- Never too late to change a plan



Fred had finesse and style.

But ...

The true Master was Ms Ginger

- ✓ **She did everything Fred did**
- ✓ **Only backwards and in “high heels.”**

**That takes talent, tempo, patience,
and determination.**



Listen – Listen – and Listen

- Non verbal is “verbal” – you and the consumer -
What does the Consumer see in you?
- Don’t ignore your thoughts, experiences, instincts, feelings, surroundings – listen carefully to the person who is in a crisis, but also, **“listen” to yourself.**
- You have time – does the Consumer see your “time” in your listening skills?

✓ Planning is a part of Specialization

✓ Conductor “Leadership”

❑ Setting Limits is part of Safety Procedures

❑ Every person’s crisis is different

❑ A person with mental illness MAY have a weapon or “instrument” for *safety* rather than an assault



Caution: Encounters to Avoid

Shouting — more shouting — and louder shouting

Moving suddenly -- giving rapid commands/orders

Forced discussion

Maintaining direct, continuous eye contact

Touching the person (unless necessary)

Crowding the person

Body or Verbal Language expressing anger, impatience or irritation

Assuming that a person who does not respond cannot hear

Using inflammatory language - “crazy” “psycho” “mental”

Challenging delusional or hallucinatory statements

Misleading the person

4 Verbal Crisis Plays

“Your Strategy Playbook”

- (1) Introduce Yourself / Greeting
- (2) Obtain the Person’s Name ... “What’s your name?”
- (3) Expressing to the person what you are seeing
 - Express the emotions you are seeing
 - What do you see ?
 - Use the I word – “I” ... “I can see you’re angry”
- (4) Summarize ... to be an “active listener” you should “summarize”
 - ✓ Communicating with the person in crisis
 - ✓ Summarize information you have learned / obtained

Play Number 1 and 2

Things Your Mother Taught You

Start: A Greeting or Introduction

- ✓ Be respectful and polite
- ✓ Keep “greeting or introduction simple”

- **(1) Introduce yourself / Greeting - (your style)**

Hi. My name is Sam or Officer/Deputy Cochran

“I am a CIT Officer”

- **(2) Can you tell me your name?**

Play Number 3

Express to the person what you are seeing ...
seeing the emotions — “emotional labeling”

Note: The “I” word helps to express personal interest and concern

- I can see you're angry
- I can hear from your words that you're upset
- I can see you're very angry
- ❖ You seem to be upset
- You appear to be confused – I would be too ... circumstances

Play Number 4

Verbal Crisis Plan: Summarizing

Consumer: Everyone is always bothering me – the devils take my money, I can't get my case manager to do anything, I am getting kicked out of my apartment, the FBI is the cause of my phone problems, I don't like taking my meds they make me sick. Nobody cares - it makes me angry!

■ Officer / Deputy Summary

- ✓ **(The engagement)** -- “Okay, let me see if I understand you.
- ✓ **(The summary)** -- You've told me that people are bothering you and that your case manager is not helping you. That your meds are hurting you because they make you feel sick. Did I understand you correctly?”

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