

## **CIT Verbal De-Escalation Train-the-Trainer**

Sponsored by:  
Pennsylvania Commission on Crime and Delinquency

May 7-8, 2018

### **Day One**

08:00 Introduction of CIT and CIT Train-the-Trainer (Full Staff)

#### ***Breaks as Needed***

08:30 Basic Verbal Skill Training – Step One (TK) – (120 minutes)

- a. Teaching lecture material
- b. Demonstrating role-playing skills

10:30 Verbal De-Escalation Strategies – Step Two (SC) – (60 minutes)

- a. Instructor techniques / Teaching Four Plays
- b. Role-play Techniques / Performance

11:30 Feedback Structure & Scenario Development (All)

12:00 Lunch (working lunch – Scenario Development 60 minutes)

13:00 Presenting New Scenarios

13:30 Stages of an Escalating Crisis – Step Three (RD) – (50 minutes)

- a. Introduce Stages – Illustrating “What works & What doesn’t”
- b. Role-playing

14:20 Break

14:30 Advanced Verbal Skills: Guardrails – Step Four (SC) – (50 minutes)

- a. Brief review of slides: Purpose and Intent of Slides – (SC)
- b. Brief Practice of Advance Scenarios (select participants)

15:20 Break

15:30 Complex Crisis De-Escalation & Role Playing – Step Five (RD) (50 min.)

- a. Presenting the Complex Training Model / Purpose / Roles
- b. Practice with complex scenarios

16:20 Teaching Assignments

16:30 Key Review Instructions

- a. Step 1
- b. Step 2
- c. Step 3
- d. Step 4
- e. Step 5

17:00 End of Day One

## Day Two

0800 Practice: New Training Instructors (45 minutes per training step: lecture & role-play performance)

- a. Step 1 – 8:00 to 8:45 (45 minutes)
- b. Step 2 – 8:50 to 9:35 (45 minutes)
- c. Step 3 – 9:40 to 10:25 (45 minutes)
- d. Step 4 – 10:30 to 11:15 (45 minutes)
- e. Step 5 – 11:20 to 12:05 (45 minutes)

12:05 Lunch (working lunch – Q & A and/or extra practice)

13:00 Teaching Step 1: Verbal De-Escalation Skills (30 minutes with role-play)

13:30 Teaching Step 2: Verbal De-Escalation Strategies (30 minutes with role-play)

14:00 Teaching Step 3: Stages of Crisis (30 minutes with role-play)

14:30 Teaching Step 4: Advance De-Escalation: Guardrails & Practicums (30 minutes with role-play)

15:00 Teaching Step 5: Complex De-Escalation & Role Plays (30 minutes with role-play)

15:30 Q & A / Review

16:00 Dismiss Day Two Instructors (Class)