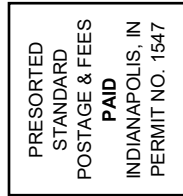


Course Description

Over the last decade there has been huge advancements in the areas of neuroscience and psychology, which have better equipped us in de-escalating verbal conflicts in all facets of law enforcement, corrections, and emergency management services. Verbal de-escalation techniques have the potential to decrease agitation and reduce the potential for associated violence, in an emergency setting. We believe that connecting and removing communication barriers are essential to properly de-escalating a bad situation. Law enforcement professionals will find the information taught in this course extremely valuable when executing the duties and functions of their perspective careers, as well as their relationships in general.



Public Agency Training Council

2230 Stafford Road
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Plainfield, IN 46168

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Fax: 317-821-5096
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Public Agency Training Council

Mark Waterfill, President



**National Criminal Justice
Public Safety Continuing Education**

Sponsored By:

Topeka Police Department
Topeka, Kansas

Training Seminar

Verbal De-escalation and Crisis Communication

**Instructor:
Don Haley**

Don Haley Professor Don V. Haley runs the Criminal Justice program at Tidewater Community College's Virginia Beach Campus. Professor Haley's ability to combine theory with practicality arises from his vast educational and work experience in the areas of law enforcement. Professor Haley's educational background consists of a BA in Criminology (Cum Laude) from Saint Leo College, an MPA in Justice Administration (4.0 GPA) from Troy State University, as well as other post graduate research methods courses. Don Haley is a veteran of the United States Marine Corps. He also served as a correctional officer at Saint Brides Correctional Institute, a Virginia Beach deputy sheriff, Chesapeake and Virginia Beach police officer, and Virginia Beach police detective. In 1995, Don received the "Detective of the Year Award" for the 4th precinct, with the Virginia Beach Police Department. Don served as an adjunct professor at Virginia Wesleyan College from 1997-2008 in their criminal justice program. Don was "Voor dired" as an expert witness on a capital murder case in the 34th Judicial District Court in El Paso, Texas in 2008. Professor Haley's law enforcement recognitions include the "Chamber of Commerce" award, Drug Enforcement Incentive Award, two Class Act awards, two Star Performer awards, and others. Professor Haley works contractually with the Distance Education Accrediting Commission, serving as a subject matter expert in criminal justice. Professor Haley has researched and taught college students, law enforcement agencies, military personnel, business corporations, NCAA college athletes, and medical personnel in the latest advancements in the areas of neuroscience, brain chemistry, and psychology. Professor Haley reveals significant insight into the brain and its impact on behavior and cognitive functions in human beings.

July 10 & 11, 2023

Topeka, Kansas

Register online at: www.patc.com

Verbal De-escalation and Crisis Communication

Course Overview:

At the conclusion of this course, the participant will be able to do the following:

- Identify and be able to properly utilize **“cognitive empathy”** with an adversary in hopes of de-escalating a hostile and argumentative situation.
- Uncover how to implement positive **“Triggering”** techniques, which may reduce police liability and significantly decrease the number of excessive force claims.
- Identify the most prominent **“Negative Trigger Landmines”**, in a verbal confrontation and learn how to avoid them.
- Recognize the characteristics of **“Twisted Reality”** in your counterpart and learn how to bring that person back to a sound existence within the de-escalation process.
- Utilize appropriate body language during the implementation of the verbal de-escalation process.
- Learn how to properly execute the FORM technique in repour building with a counterpart.
- Identify the 6 principles of persuasion and influence that are universal.
- Properly utilize the use of the Limbic System of the brain to de-escalate hostile situations.

Seminar Agenda

Verbal De-escalation and Crisis Communication

July 10 & 11, 2023

July 10, 2023

8:00 a.m. - 8:30 a.m. -
8:30 a.m. - 10:00 a.m. -

10:00 a.m. - 12:00 p.m. -

12:00 p.m. - 1:00 p.m. -
1:00 p.m. - 3:00 p.m. -

3:00 p.m. - 4:30 p.m. -

July 11, 2023

8:00 a.m. - 10:00 a.m. -

10:00 a.m. - 12:00 p.m. -

12:00 p.m. - 1:00 p.m. -
1:00 p.m. - 2:00 p.m. -

2:00 p.m. - 4:00 p.m. -
4:00 p.m. - 4:30 p.m. -

Registration and Introduction
Using Neuroscience & Psychology in De-escalation
Understanding Chemicals in the Brain.
How to induce the good and inhibit the bad during the de-escalation process.
Lunch
The proper utilization of the FORM technique in order to connect and gain influence.
Identify the 3 broad categories of individuals, who engage in conflict, and share how to properly gain influence and verbally de-escalate each group.

Utilizing **“Cognitive Empathy”** with an adversary in hopes of de-escalating a hostile and argumentative situation.
Identifying **“Negative Trigger Landmines”** and utilizing positive ones to de-escalate hostile situations.
Lunch
Recognize the characteristics of **“Twisted Reality”** in your counterpart and learn how to bring that person back to a sound existence within the de-escalation process.
De-escalation Role Playing Practical’s Review, Evaluations, Award Presentations

3 Ways to Register for a Seminar!

- Register Online** at www.patc.com — Yellow link in upper left corner
- Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
- Mail Form** to

Public Agency Training Council
2230 Stafford Road
STE 115, PMB 379
Plainfield, IN 46168

Federal ID# 47-4078912

*** Pre-payment is not required to register ***

Upon receiving your registration we will send an invoice to the department or agency .

Checks, Claim Forms, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call

317-821-5085 (Indianapolis)

800-365-0119 (Outside Indianapolis)



Seminar Title:	Verbal De-escalation & Crisis Communication	Seminar ID #19330
Instructor:	Don Haley	
Seminar Location:	Topeka Police Department Training Facility 2722 SW Topeka Blvd. Topeka, KS 66611	
When:	July 10 & 11, 2023	
Registration Time:	8:00 A.M. (July 10, 2023)	
Hotel Reservations:	Ramada Downtown Topeka 420 Southeast 6th Avenue Topeka, KS 66607 Phone: 785-234-5400 Contact Hotel for Current Rate (plus tax)	
Registration Fee:	\$350.00 Includes Verbal De-escalation & Crisis Communication Course Material and Certificate of Completion.	

Names of Attendees	1. _____
	2. _____
	3. _____
	4. _____
Agency	_____
Invoice To Attn:	_____ (Must Be Completed)
Address	_____
City	_____ State _____ Zip _____
Email	_____
Phone	_____
Fax	_____