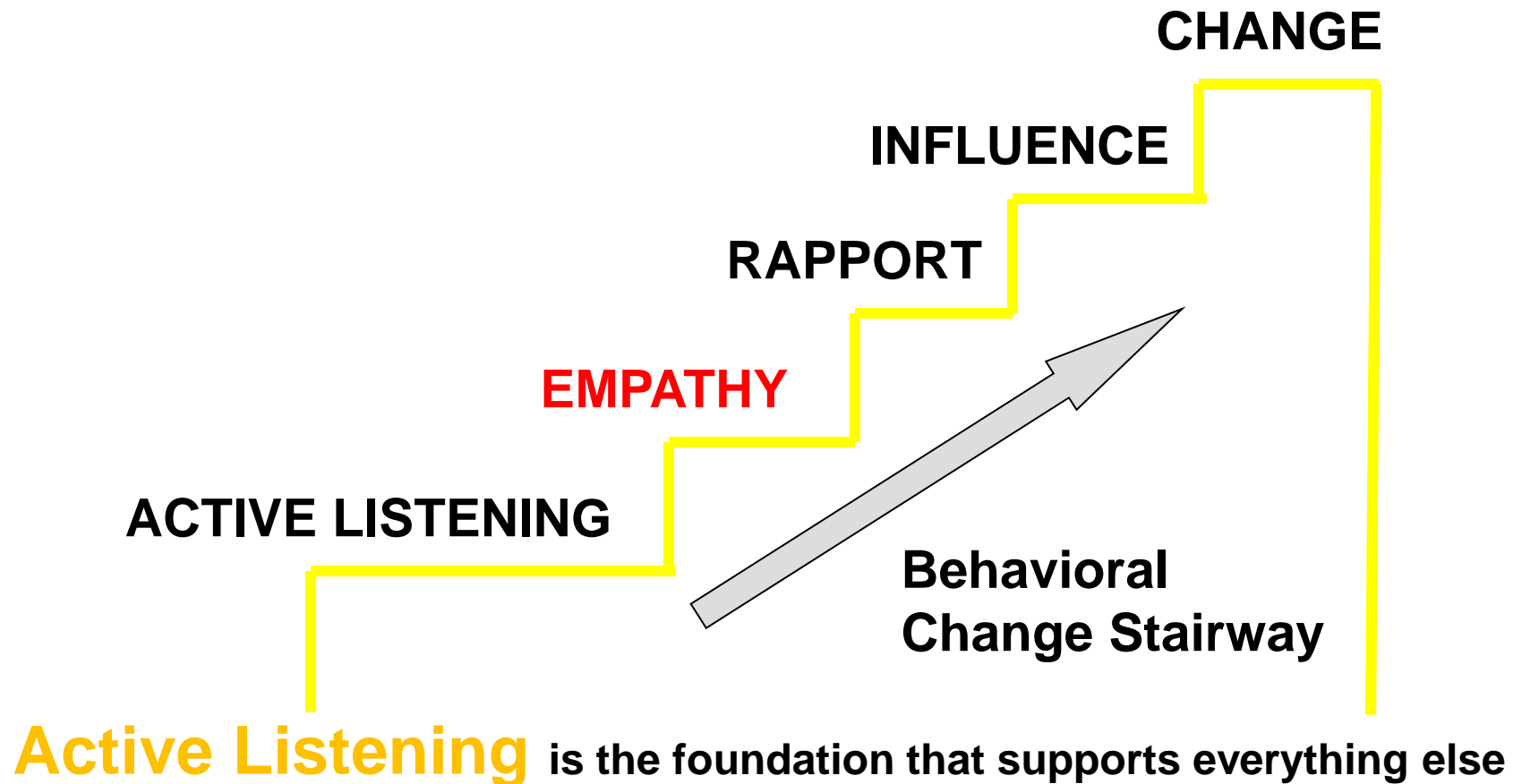


Scenario-Based Skills Training – De-escalation Communication Skills

Law Enforcement and Community:
Crisis Intervention Team Training

The CIT Officer's Role: Influencing Behavioral Change



Empathy – What is it?

The ability or practice of imagining or trying to deeply understand what someone else is feeling or what it's like to be in their situation.



Empathy is NOT

- Sympathy
 - Sympathy - "...an expression of pity or sorrow for the distress of another..." *American Heritage Dictionary*
 - Pity and sorrow are not productive
- It's not necessary to actually *"feel what they feel"* to provide empathy

Video - Empathy: The Human Connection to Patient Care



Empathy: Why is it Important?



- Conveys understanding
- Others feel understood & supported
- Encourages others to share more
- Creates a connection
- Establishes rapport
 - *That then enables problem-solving, advice, etc.*

Communicating Understanding



- Simple, short phrases
- "Interested" tone
- Slow
- At times, tentative
- Use empathic stems



Empathic Statements

Helps a person feel heard

- "Sounds like a ____ day"
- "That is a lot to deal with"
- "Oh, wow, that sounds terrible"
- "I wonder if..."
- "I can appreciate how you might..."
- "That is the last thing you wanted"
- "That's confusing when that happens"
- "It's hard for you to know what to do..."
- "Right now it feels like there is no hope"
- "Let me see if I understand you..."



Phrases That May Damage Rapport



“Calm Down”
“Relax”
“I Understand”
“You Should”
“You Shouldn’t”
“Why”

The DOs and DON'Ts of Crisis Verbal Interaction

Don't



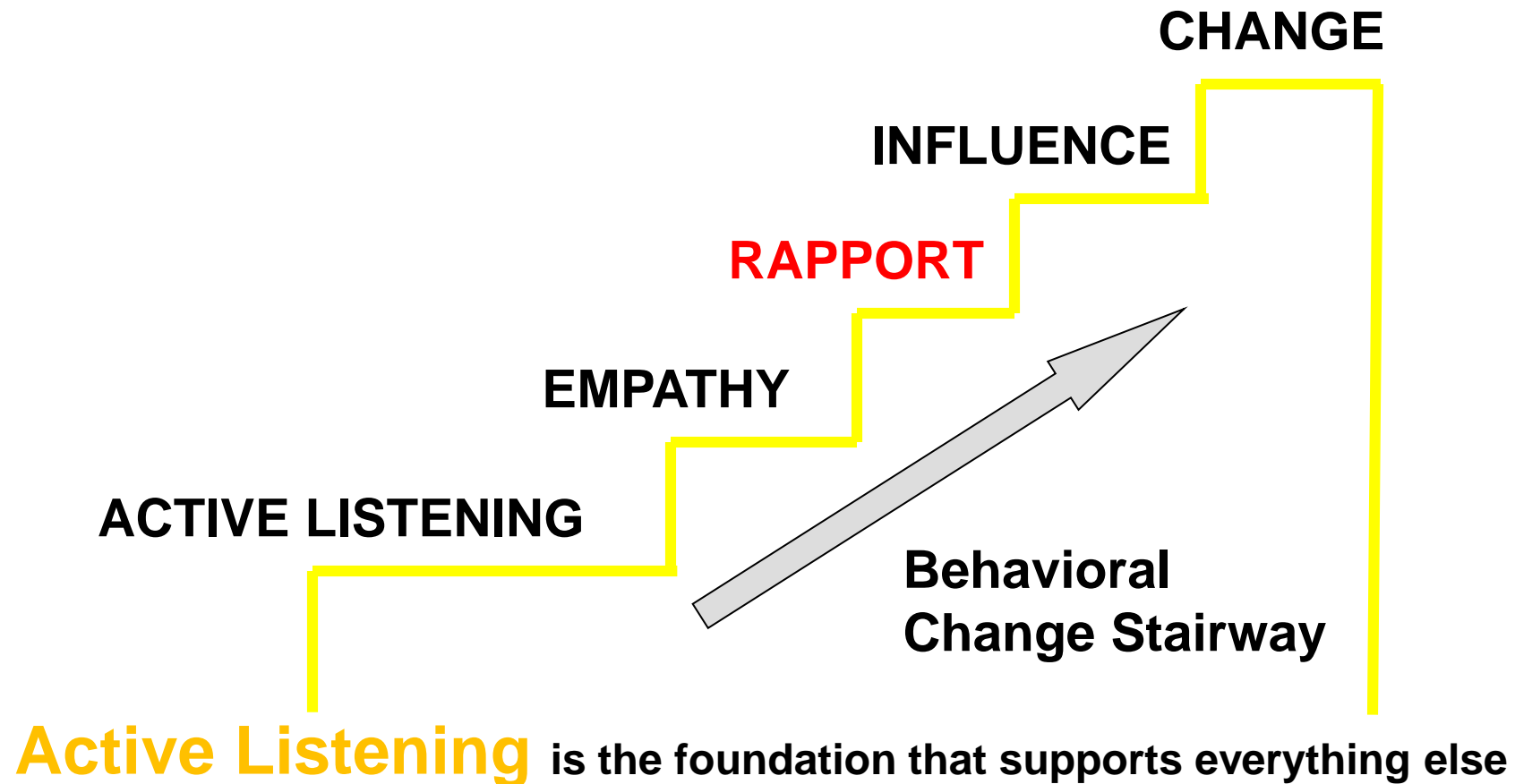
- Threaten
- Argue
- Challenge
- Order
- Shame
- Blame

Do



- Use active listening skills
- Show empathy
- Be patient, reassure
- Build rapport
- Guide the situation toward resolution

The CIT Officer's Role: Influencing Behavioral Change



Video: It's Not About the Nail



Relationship of mutual trust





**CONNECT
then
DIRECT**

