

Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

Instructor:

Mark Lowther is a US Marine Corps veteran. Lt. Lowther has 30 years in public safety. Mark is dual POST certified in Utah as a correctional officer and a Law Enforcement officer having served most of his career in enforcement.

His background is varied and diverse. He has served as a SWAT hostage negotiator for a major portion of his career. His background and experience come from serving on two Metro SWAT teams. Lt. Lowther has experience on all levels of negotiations from tech to negotiation team leader. He has personally been involved in numerous threatened suicide and SWAT negotiations including barricaded gunmen and hostage incidents. Lt. Lowther also served 10 years as a Crisis Intervention Team (CIT) officer, instructor and training coordinator.

Lt. Lowther has spent a major portion of his career in assignments involving crisis negotiation, suicide intervention, verbal de-escalation, peer support, Autism awareness, and mental illness. He has instructed law enforcement locally, nationally, and internationally on those topics. In addition to his law enforcement training, he has received specialized training in crisis counseling and Psychological First Aid. He currently volunteers working a crisis hotline.

Lt. Lowther was named by the Utah Tactical Officers Association as the 2012 Crisis Negotiator of the year. Some of his experiences in SWAT negotiations are featured in the book "Crisis Cops 2".

Lt. Lowther served as part of the Public Safety Law Enforcement Unit assigned to the 2002 Salt Lake Winter Olympics. He has also served on a federal task force as a sworn Special Deputy United States Marshal. Mark although retired from full time law enforcement, continues to serve part time in law enforcement with multiple agencies.

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November 8 & 9, 2021 • South Burlington, Vermont



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Training Seminar

Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

Instructor:

Mark Lowther, (Retired)

November 8 & 9, 2021

South Burlington, Vermont

Register On-Line At: www.llrmi.com



Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

Course Objectives:

Today's scrutiny placed upon police officers and other first responders have resulted in a growing need to learn verbal conflict and crisis communication skills. When verbal encounters become adversarial and escalate, they can often lead to controversial use of force issues or worse. When many of these incidents are reviewed, the officer is often scrutinized for their lack of de-escalation techniques. Verbal de-escalation is becoming an essential training issue in law enforcement. It was addressed in The President's Task Force on 21st Century Policing (2015), The National Consensus Policy on Use of Force (January 2017) and most recently in President Trump's Executive Order on Safe Policing for Safe Communities (June 2020).

Although no training can ever reasonably be expected to stop all incidents from escalating to use of force, many citizens and communities have begun to expect officers to receive training and when possible apply verbal de-escalation strategies.

This training is designed to help law enforcement, corrections, EMT's, Fire Fighters and others to understand and deal with individuals who are agitated or in crisis.

Attendees will learn that communicating verbally during a potential force encounter may aid in stabilizing the situation.

Verbal de-escalation may reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation.

Attendees will learn many of the same skills Crisis/Hostage negotiators use to de-escalate, build rapport, and often move the subject who is agitated/in crisis towards the rational communications that benefits everyone involved.

Attendees will also learn how to become more effective listeners which in turn will make individuals better officers, report takers, and overall better communicators. This can aid in the reduction of officer complaints and possibly in some instances use of force issues.

At The Conclusion of This Course, The Participant Should Be Able To Do The Following:

- Understand what happens physiologically when subjects are agitated or in crisis.
- Understand techniques that may be effective in getting the subject to think and act more rationally.
- Know how to develop and maintain rapport.
- Employ active listening skills to de-escalate the subject and work towards gaining compliance.
- How to encourage individuals to cooperate without the use of force.
- Move beyond basic verbal commands (Ask, Tell, Make) to actual problem-solving dialog with persons in extreme crisis.
- Understand the steps needed to effect behavioral change.
- Understand the benefits of listening and letting the subject "Tell their story".
- Better understand the mindsets of suicidal individuals and deal more effectively with suicide by cop ideations.

Seminar Agenda

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Monday, November 8, 2021

8:00 a.m.—8:30 a.m.	Registration
8:30 a.m.—9:00 a.m.	Welcome and Introduction
9:00 a.m.—11:00 a.m.	"Ferguson Effect" and the "Ferguson Effect 2.0" on Present Day Policing. Moving Past "Ask Tell Make" Understanding Use of Force Issues, Graham vs Connor.
11:00 a.m.—12:00 p.m.	What De-Escalation Is and Is Not. Officer Safety Issues When Engaging in De-Escalation Techniques.
12:00 p.m.—1:00 p.m.	Lunch (On Your Own)
1:00 p.m.—2:00 p.m.	Understanding "Fight or Flight" and the Physical and Mental Effects on a Subject Who is in a Crisis Mindset (Angry, Scared, Confused).
2:00 p.m.—5:00 p.m.	Verbal Skills for De-Escalation. Active Listening, The 80-20 Rule, Voice Control.

Tuesday, November 9, 2021

8:00 a.m.—10:00 a.m.	Communicating the Mentally Ill in Crisis.
10:00 a.m.—12:00 p.m.	Communicating with Suicidal Individuals Including Those Attempting Suicide by Cop.
12:00 p.m.—1:00 p.m.	Lunch (On Your Own)
1:00 p.m.—2:00 p.m.	Communicating with Extremists such as Sovereign Citizens and ANTIFA while Avoiding Becoming the Next YouTube Sensation.
2:00 p.m.—4:00 p.m.	Role Plays
4:00 p.m.—5:00 p.m.	Questions & Answers
5:00 p.m.	Certificate Presentation

Cut Along Dotted Line

3 Ways to Register for a Seminar!

Ways to Register

1. **Register Online:** www.llrmi.com



2. **Fax Form:** 317-386-8228

3. **Mail Form to:**

Legal and Liability Risk Management
700 N. Carr Rd., # 595
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Federal ID: 81-0692135

If you have any questions please call

317-386-8325

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

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

Seminar Title: Verbal De-Escalation and Crisis Communication Skills to Diffuse and Re-Direct Conflict Behavior

Instructor: Mark Lowther

Seminar Location: South Burlington Police Department
19 Gregory Drive
South Burlington, Vermont 05403

When: November 8 & 9, 2021

Registration Time: 8:00 a.m. (November 8, 2021)

Hotel Reservations: Delta by Marriott Burlington
1117 Williston Road
South Burlington, Vermont 05403
1-802-658-0250
\$119.00 Single or Double (plus tax)

Registration Fee \$295.00 Includes Verbal De-Escalation and Crisis Communication Skills to Diffuse & Re-Direct Conflict Behavior, **Printed Training Manual** and Certificate of Completion.

Seminar ID
#15626

Note:
To receive special room rates, please identify yourself with **LLRMI Verbal De-Escalation**

Names of Attendees 1. _____

2. _____

3. _____

4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

Address _____

City _____ **State** _____ **Zip** _____

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