



www.csac-eia.org

Questions? Contact:
John Nichols or Sarah Bruno, EIA Sr. Risk Control Specialists
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De-Escalation & Interpersonal Communication

- Complimentary enrollment is open to law enforcement affiliated personnel
- Must provide POST ID upon registration
- Course qualifies for POST continuing education credit under Perishable Skills: Communications – Interpersonal

POST CERTIFIED, 4 HOURS

EACH SESSION WILL GO FROM 8:30 AM - 2 PM

(Lunch will be provided)

Description

Attendees of this course will learn to generate voluntary compliance through the art of persuasion and utilizing the tools of interpersonal communication.

Course Objectives

- Define de-escalation relating to law enforcement
- De-escalate verbally, not physically
- Effectiveness under stress conditions
- Discuss situations appropriate for de-escalation tactics
- Demonstrate knowledge of communication skills/techniques
- Demonstrate knowledge to effectively deal with difficult people

**Click on the
location below
to register**

Riverside

03-11-20

CCN: 1353-20809-19-011

Visit www.csac-eia.org/calendar and search for
"De-Escalation & Interpersonal Communication"

REGISTER TODAY!