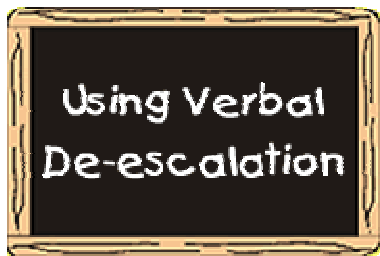


An Introduction To Verbal De-escalation Tactical Communication



An Intro For Professional Security, Law Enforcement, And Military Operators.

What Is Verbal De-escalation?

Verbal de-escalation is the manner of communication used to calm a situation or person. It includes intentionally chosen words, phrases and body language.

This skill is very important in security, law enforcement, and military environments. When people are authorized to carry and use deadly weapons, they must only use them as a last resort.

In today's litigious society, an officer is expected to behave calmly and professionally even if a bad guy is not. With criminals suing officers, agencies, and companies only in an attempt to win a lot of money - this topic needs to be taught and refreshed continuously.

Two Important Concepts To Consider

First, reasoning with an enraged person is not possible. The first and only objective in de-escalation is to reduce the level of arousal so that discussion becomes possible.

Second, understand that de-escalation techniques are abnormal. We are driven to fight, flight or freeze when scared. However, in de-escalation, we can do none of these. We must appear centered and calm even when we are frightened. Therefore these techniques must be practiced before they are needed so that they can become "second nature."

Two Things To Master

First, always be in control of yourself. Appear calm, centered and self-assured even though you don't feel it. Relax facial muscles and look confident.

Use a modulated, low monotonous tone of voice (our normal tendency is to have a high pitched, tight voice when scared).

Do not be defensive - even if the comments or insults are directed at you, they are not about you. Do not defend yourself or anyone else from insults, curses or misconceptions about their roles.

Be very respectful even when firmly setting limits or calling for back-up. The agitated individual is very sensitive to feeling

disrespected. We automatically treat them with dignity and respect, even if you feel they don't deserve it.

Second, control the discussion. Do not get loud or try to yell over a screaming person. Wait until he/she takes a breath; then talk. Speak calmly at an average volume.

Respond selectively; answer all informational questions no matter how rudely asked, (e.g. "Why do I have to fill out these g-d forms?" This is a real information-seeking question). DO NOT answer abusive questions (e.g. "Why are all cops ___ ?") This question should get no response what so ever.

Explain limits and rules in an authoritative, firm, but always respectful tone. Give choices where possible.

Empathize with feelings but not with the behavior (e.g. "I understand that you have every right to feel angry, but it is not okay for you to threaten me or my staff.")

Do not argue or try to convince.

Give the consequences of inappropriate behavior without threats or anger. (Being removed from the venue or being arrested.)

Represent external controls as institutional rather than personal.

There is nothing magic about talking someone down. You are transferring your sense of calm and genuine interest toward the agitated person.

If you choose to enroll in our full course, you'll be exposed to security & law enforcement specific information and ideas. We want YOU to control the result of any contact you have. We never want you to get tricked into a fight by a bad guy. Too many otherwise good officers have lost their jobs / careers because of a jerk who pushed their buttons.

Goto our website and enroll TODAY!

www.InternationalSecurityTraining.org