



CAL STATE FULLERTON POLICE DEPARTMENT TRAINING

TRAINING TITLE

Communication Strategies for Conflict (De-escalation)

TRAINING DESCRIPTION

The ability to communicate effectively, especially in critical or stressful incidents, is essential to a police officer, dispatcher, or anyone in public service.

OBJECTIVE

Using the science and research underlying human behavior and communication, this course will help the learner develop skills to reduce the impact of their emotions in stressful encounters by reducing the ego's role in conflict. These skills can then be used to form strategies to achieve positive outcomes by understanding and effectively communicating with difficult or hostile citizens.

De-escalation is an often misunderstood term, and it does not work when both sides are "escalated."

APPROXIMATE MONTH/YEAR COMPLETED

October, 2020