

## LESSON PLAN COVER SHEET

<b>COURSE NAME:</b> Georgia Crisis Intervention Team (CIT) Training		<b>UNIT CODE:</b>
<b>LESSON TITLE:</b> Crisis Intervention De-escalation Techniques		<b>HOURS:</b> 10
<b>PREPARED BY:</b> Major Sam Cochran and Randolph Dupont, Ph.D	<b>DATE:</b> 12-01-04	<b>APPROVED BY:</b>
<b>REVISED BY:</b>		<b>DATE(S):</b>
<b>INSTRUCTIONAL METHODS:</b> Lecture, discussion, and practical exercise		<b>CLASSROOM SETTING:</b> Academic
<p><b>TERMINAL PERFORMANCE OBJECTIVE (TPO):</b> The CIT officer will be able to secure a scene that involves an individual who is at risk of harming himself/herself or others due to mental illness, substance abuse or other brain disorder by utilizing de-escalation techniques that minimize the risk of injury to the consumer and law enforcement officers and maximize the probability of a voluntary response to receive treatment. The CIT officer will also be able to discuss the issue of stigma and the importance of a humane response to the person in crisis because of a mental illness, substance abuse problem or other brain disorder.</p>		
<p><b>ENABLING OBJECTIVES (EO):</b> The CIT officer will be able to:</p> <ol style="list-style-type: none"> <li>1. Describe the characteristics of a good CIT Officer.</li> <li>2. Utilize appropriate active listening techniques.</li> <li>3. Differentiate between open-ended questions and closed-ended questions.</li> <li>4. Identify behaviors that should be avoided when attempting to de-escalate a crisis situation.</li> </ol>		
<p><b>TRAINING MEDIA (see Appendix A):</b> <i>[check each that apply to your lesson plan]</i></p> <p> <input type="checkbox"/> Transparencies      <input type="checkbox"/> Videotape      <input type="checkbox"/> Chalkboard  <input type="checkbox"/> Flip chart            <input type="checkbox"/> Audiotape      <input type="checkbox"/> Other: <i>[list additional training media needed here]</i>  <input checked="" type="checkbox"/> Slides                    <input type="checkbox"/> Poster </p>		
<b>EQUIPMENT/MATERIALS (description and quantity):</b>		
<b>HANDOUTS (see Appendix B ):</b>		
<b>REFERENCES:</b>		
<b>STUDY ASSIGNMENTS:</b>		

### De-Escalation Techniques Lesson Plan

## Overview

Basic communication skills are a necessity when it comes to being a good CIT Officer. The first priority is always safety. An officer should never jeopardize his/her safety. All officers should refer to their department's policy and procedures when faced with a situation where de-escalating is necessary. Sixteen percent of the population in the jails and prisons are mentally ill. Most of the calls for service involve mental issues. This training leads to a reduction in officer and consumer injuries. Repeated calls are reduced due to the problem solving skills that are used by CIT Officers.

### I. The Force Continuum

- A. Officer presence
- B. Verbal commands
- C. Soft empty hands
- D. Hard empty hands
- E. Impact weapons
- F. Lethal force

### II. Memphis Model

- A. Developed in the late 1980's
- B. Unarmed consumer was fatally shot
- C. Community went into an uproar and demanded that something be done to prevent the incident from happening again.
- D. Partnership developed between the National Alliance on Mental Illness (NAMI), law enforcement (Memphis Police Department) and the mental health professionals from the community that created the Crisis Intervention Team (CIT) Training Program.

When Georgia got word of the program, the GBI and NAMI sent people to Memphis for a two-day orientation and then they returned to start the first statewide CIT program.

### What does CIT Mean?

**Crisis** – A crucial or decisive point; a traumatic change in a person's life

**Intervention** – To compel or prevent an action

**Team** – A number of persons associated in work or activity

### III. The Requirements for an Effective CIT Officer

- A. Precise and Essential
- B. Good team player

- C. Has exceptional listening skills
- D. has empathetic understanding
- E. has effective problem solving skills
- F. is assertive
- G. has the capacity to remain in control and to stay calm

Effective communication is defined as the passing of information between one person and another that is mutually understood and results in the other person behaving in a manner that demonstrates understanding. CIT Officers must be given ample time to de-escalate a crisis and must learn to not rush!! 7% of communication is verbal while 93% of communication is done with body language. Body language (aka kinesics) could be eye contact, body gestures, posture, body positioning in space, facial expressions, or arm-crossing.

Effective listening is listening for the total meaning. A CIT Officer should respond and focus on what the consumer is telling them without feeding into delusions, hallucinations, or other distractions. The officer should offer reflecting statements such as, “I understand that makes you angry...” to show that they are listening. The officer should be sincere and genuine so the consumer knows that they are trying to help.

Active listening uses minimal encouragers, which are brief responses that indicate the officer’s presence and that the officer is listening. For these to be effective, the officer must be sincere. They are best used when consumers are talking and attempting to express themselves. Examples of minimal encouragers are “Uh-huh...Ok...Really...”

#### **IV. Active Listening Techniques:**

- A. Introduction
- B. “I” Statements
- C. Restating
- D. Mirroring and Reflecting
- E. Paraphrasing and Summarizing

### ***Scenario***

#### **Introduction:**

When an officer introduces him/herself, he/she should be prepared to explain the reason that they are there and promote communication. An example of a good officer introduction would be, “Good

Morning/Afternoon/Evening; I'm Officer Smith, and I am a CIT Officer with the Atlanta Police Department. What's your name?"

### **Role Playing:**

Role-playing is a practical learning technique used in mastering the various de-escalation skills and techniques. Everyone is initially uncomfortable when role-playing, but must remember it is a learning experience. The scenarios are derived from real life experiences. The feedback is meant to be constructive, not disparaging.

### **"I" Statements:**

These types of statements reflect what you are seeing and hearing. These statements convey that you are listening, you understand, and that you care. Some examples might be:

"I can see that you are upset/angry."

"I hear in your voice that you are worried."

"I'm here to help you." "I want to help you."

"I will keep you safe."

"I care...I have time...I'm listening"

"I appreciate your help and cooperation"

### **Restating Statements:**

When restating statements officers acknowledge that they are listening and understanding. For example:

Consumer: "I don't know what I'm going to do. My family doesn't want me here."

CIT Officer: "You're not sure where you can stay for awhile, but home doesn't seem like the best place right now."

### **Reflecting/Mirroring Statements:**

These statements reflect the consumer's feelings. These types of statements are accomplished by repeating the last few words of the consumer's statement. For example:

Consumer: "I'm tired of everyone not listening to me and it makes me angry."

CIT Officer: "It makes you angry."

### **Summarizing/Paraphrasing Statements:**

These statements restate the information in the officer's own words. They should include the main points of the previous content. For example:

CIT Officer: "Okay, so what you have told me is that...and you feel...Do I understand you correctly?"

### **Open-Ended Questions:**

These types of questions cannot be answered with a "yes" or "no". The officer should avoid using "why" questions because they can lead to the consumer becoming defensive. Open-ended questions assist the officer in obtaining information and can also assist the officer in determining whether the consumer is in touch with reality. For example:

CIT Officer: "Tell me more about..." "What else....?" "When did this happen?"

### **Closed-Ended Questions:**

These types of questions help the officer to obtain a commitment. The officer should begin with the question,

“Are you...?” or “Do you...?” or “Will you...?” These questions can also help the officer to acquire specific information. Close-ended questions are: “Are you thinking of hurting yourself?”, or “Will you let me take you to get some help?”

The consumer has the right to feel or say whatever they want to feel or say. A major part of de-escalating a crisis is to NOT “buy” into the delusions or hallucinations. The officer wants to defer the issue in the best possible manner. The officer must be courteous and use words such as “please” and “thank you”. The officer should never take the consumer’s words or actions personally, should always remember that they are in crisis. The officer should also be flexible and use his/her listening skills.

There are certain behaviors that should be avoided at all times. For instance, “why” questions should never be used because they can make the consumer become too defensive. Officers should never allow their feelings to interfere with their professionalism, and should always focus on the behaviors of the consumer. The officer should avoid speaking loudly so that the consumer can stay as calm as possible. The officer should never lose sight of his/her officer safety skills. Lastly, the officer should NEVER rush. Officers should always take his/her time when it comes to de-escalating a crisis. Avoid allowing other officers to be intimidating; they should always support the CIT Officer – the CIT Officer is always in charge.

## **Wrap Up and Review**

As a result of your participation in this lesson you should now be able to secure a scene that involves an individual who is at risk of harming himself/herself or others due to mental illness, substance abuse or other brain disorder by utilizing de-escalation techniques that minimize the risk of injury to the consumer and law enforcement officers and maximize the probability of a voluntary response to receive treatment.

**This training is designed to...**“If you don’t use it, you’ll lose it!” The officer should always stay updated and refreshed with CIT Training. Safety should ALWAYS come first – de-escalation does not work 100% of the time. Officers should always remember the reason they entered law enforcement.