

Cristando House, Inc.

Criminal Justice Consultants Est. 1980

Tactical Communication and De-Escalation

STC Certified (8 hours) Tuition: \$100

Due to legislative changes, increased accountability, social media and cameras; law enforcement officer's actions are more public and under more scrutiny than ever before. The ability to de-escalate a situation before it becomes violent has far reaching positive outcomes for the officer as an individual, the agency for liability purposes and the public/inmate as a matter of trust and respect. This course provides participants with techniques to stay calm and professional under verbal assault and to generate voluntary compliance from even the most difficult people. Participants will review case law, liability ramifications after the escalation of violence, incorrect assumptions about officers in a correctional environment, the importance of positive communication, non-verbal social cues and tactical communication/de-escalation techniques including the five-step hard style adopted from "Verbal Judo."

- ✓ Case Law and Failure to Train
- ✓ Society's Incorrect Assumptions about Law Enforcement
- ✓ The Importance of Effective Communication
- ✓ Non-Verbal Communication
- ✓ Tactical Communication and De-Escalation Techniques
- ✓ Scenario Based Exercises

Lieutenant Kevin Wright retired in March of 2022 after a 33-year career with the Kern Co. Sheriff's Office. His assignments included correctional security, facility administration, classification/gangs and training. While in the training division, he managed the Correctional Officer Academies, Advanced Officer Training, Detention Training Officer Program and taught several STC and POST courses.

Lieutenant Wright had the opportunity to lead various sections including the Inmate Reception Center, Compliance Unit, Pre-Trial Facility, New Justice Facility, Minimum and Max-Med Facilities, Inmate Services Section, Detention Bureau Emergency Operations Center, and USMS Federal Contract Liaison. He also led the Sheriff's Emergency Response Team (SERT) for over ten years and oversaw numerous operations including riots, cell extractions, high-risk transports, large scale movements and more.

He has provided training on Tactical Communication and De-Escalation as well as other topics to numerous police, probation and sheriff's departments. He has been a speaker at the Institute for Prevention of In-custody Deaths (IPICD) Conference and was recognized by Americans for Effective Law Enforcement (AELE) as a Certified Litigation Specialist. He is a graduate of POST Command and SWAT Team Leader training courses as well as the STC Management School.

September 20, 2022 (0800-1700)

Online via Zoom

Registration:
www.cristandohouse.com

Additional info:
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