Communication and De-escalation

T. A. C. T. Tone: Atmosphere: Communication: Time:	(Universal behavioral standard) It's not what you say, it's how you say it. Make the scene conducive to communication. Speaking and actively listening are equally important. Slow the situation down, if possible. Time is an investment.	I hese sy
R. E. A. D. Request: Explain: Alternatives: Direct:	(To gain compliance) Make a respectful, professional request. Provide a brief explanation. People want to know "why." Create choices so a person has a sense of control. Give a direct, lawful instruction.	These systems are interchangeable
A. B. C³. Assess: Bond: Control ³ :	(To gain cooperation and rapport) Be calm. Figure out the source of crisis. Ask open ended questions: who, what, where, when, why, how. Empathy is understanding, which leads to a connection and trust. Show the person you understand their crisis. Control self and scene. Allow person to control themselves. Circumstances and goals may continually change. Be adaptable.	igeable.
Body Language:	Po ploasant. A smilo is contagious	

Smile:	Be pleasant. A smile is contagious.
Open:	Keep body language open, not closed.
Relaxed:	If you are relaxed, others will be more likely to be relaxed and cooperate.

Operational Honesty:Goal: create predictabilityWho you are...Predictability Stress Cognition MistakesPredictabilityWho you represent...Image: Comparison of the predictabilityImage: Comparison of the predictabilityWhy you are there...Image: Comparison of the predictabilityImage: Comparison of the predictabilityWhat is the expected outcome...Image: Comparison of the predictabilityImage: Comparison of the predictability

Communication Loop:

Avoid profanity or filler words.

Recognize when statements or commands are being repeated. Try a new approach. When someone repeats themselves, acknowledge and validate the statement(s).

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