

---

## Communication & De-escalation for Patrol Personnel

**This course is open to all sworn or non-sworn personnel, in any division of Law Enforcement or related public service agency personnel.**

**This newly updated POST certified class includes updates for all line to command level staff members.**

**Presented through a combination of classroom lecture and practical exercises, this 2-hour course will provide students with principles and techniques that will help them better handle tense interactions with the public and those that are going into custody. Topics covered will include:**

<b>Four-step communication</b>	<b>Officer safety</b>
<b>Uninvolved bystanders</b>	<b>Video recording devices</b>
<b>Mental illness factors</b>	<b>Time vs need for action</b>
<b>Confrontational Conversations</b>	

**PRESENTED BY:** *Chad Sarmiento ICRMP Law Enforcement Risk Manager*

**Dates:** August 2, 2023  
**Time:** 18:00 – 20:00 hours  
**Hosted By:** Shelley Police Department  
**Location:** 115 S. Emerson Ave. Shelley, ID 83274  
**Tuition:** Free for ICRMP members

**This course has been approved for 2 hours of POST training credit.**

*For more information or to register, please contact Chad Sarmiento @ [csarmiento@icrmp.org](mailto:csarmiento@icrmp.org)*