De-escalation
NCLEAN

Provided by:

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Lt. D. Crews (Ret.)

Uniform – Patrol / Street Crimes / SRO / Bike Patrol / Crime Prevention

Tactical – EOD / SWAT Team Assist. Commander

Administrative – Profession Standards / CALEA / CID Supervisor

Instructor – State Cert: Defensive Tactics, National Cert: DE & GST 2

Curriculum – DT, DE, Use of Force

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- DT Female 1st Responders

- De-escalation & Doc. UoF

- UoF Review for Supervisors

- UoF Writing for Line Officers

- Student Control Tactics for SROs

- Room Entry & Medical Care: Small Unit

- Utilizing Your Strengths - Maximizing Your Results

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1. De-escalation

2. Dominating & Accommodating Force

3. Research: Action & Reaction

4. Verbal De-escalation Examples

   - 4 BWC Reviews

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De-escalation: NCJA, 2018

Is a conflict management technique designed to communicate respectfully with a person in crisis. De-escalation is used to slow the situation down by communicating and providing more time to develop alternative actions. De-escalation is also used to persuade a non-compliant, hostile, or potentially violent person in crisis that a peaceful solution is their best option.

De-escalation: IACP, 2020

Taking action or communicating verbally or non-verbally during a potential force encounter in an attempt to stabilize the situation and reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation without the use of force or with a reduction in the force necessary.

De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning.

De-escalation: NCJA, 2022

A process to decrease the scope of intensity in order to reduce the level of force necessary to stop the threat.

The goal is to develop a deliberate plan of action and get adequate resources in place.

De-escalation strategies enable law enforcement personnel to access the tools, skills, and options they need to successfully and safely defuse a range of critical incidents.

De-escalation: NCLEA Standards (2023)

An attempt to stabilize a situation where possible force would be used by communicating, verbally or non-verbally, in order to reduce threat so that more resources can be used to resolve the situation and reduce or eliminate the amount of force required.

De-escalation: CALEA, 2023

The concept of proportionality, crisis recognition, effective communication, using distance and cover to create time, contact and cover responsibilities, tactical repositioning, and "slowing down" situations that do not pose an immediate threat.

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What's In Common

1. Tactics: Verbal / Non-verbal

2. Slow Down

3. Resources

4. Seek Force Options

De-escalation: NCJA, 2022

De-escalation: CALEA, 2023

De-escalation: NCJA, 2018

De-escalation: IACP, 2020

De-escalation: NCLEA Standards (2023)

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NTOA Safety Priorities Model (*Figure A-1*)

NTOA Safety Priorities:

1. Hostages/Victims

2. Innocent Bystanders/The Public

3. Public Safety Personnel/SWAT/EMS

4. Hostage Taker/Suspect

The National Tactical Officers Association (NTOA) created the Safety Priorities to provide decision-makers with a model based on sound doctrine, law, policy, ethics, and tactical principles. Entities within the model are categorized based on an individual's potential jeopardy and ability to control the overall outcome of the situation. The greater the potential danger or lesser the ability to control the outcome, the higher that entity rests in the Safety Priorities.

The objective of a situation is the overarching reason for law enforcement involvement and the basis for planning and decision-making. In the chaos of tense, uncertain, and rapidly evolving situations, command and line-level personnel must clearly understand and apply risk mitigation principles in congruence with this principle.

HILO

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1. De-escalation

2. **Dominating & Accommodating Force**

3. Research: Action & Reaction
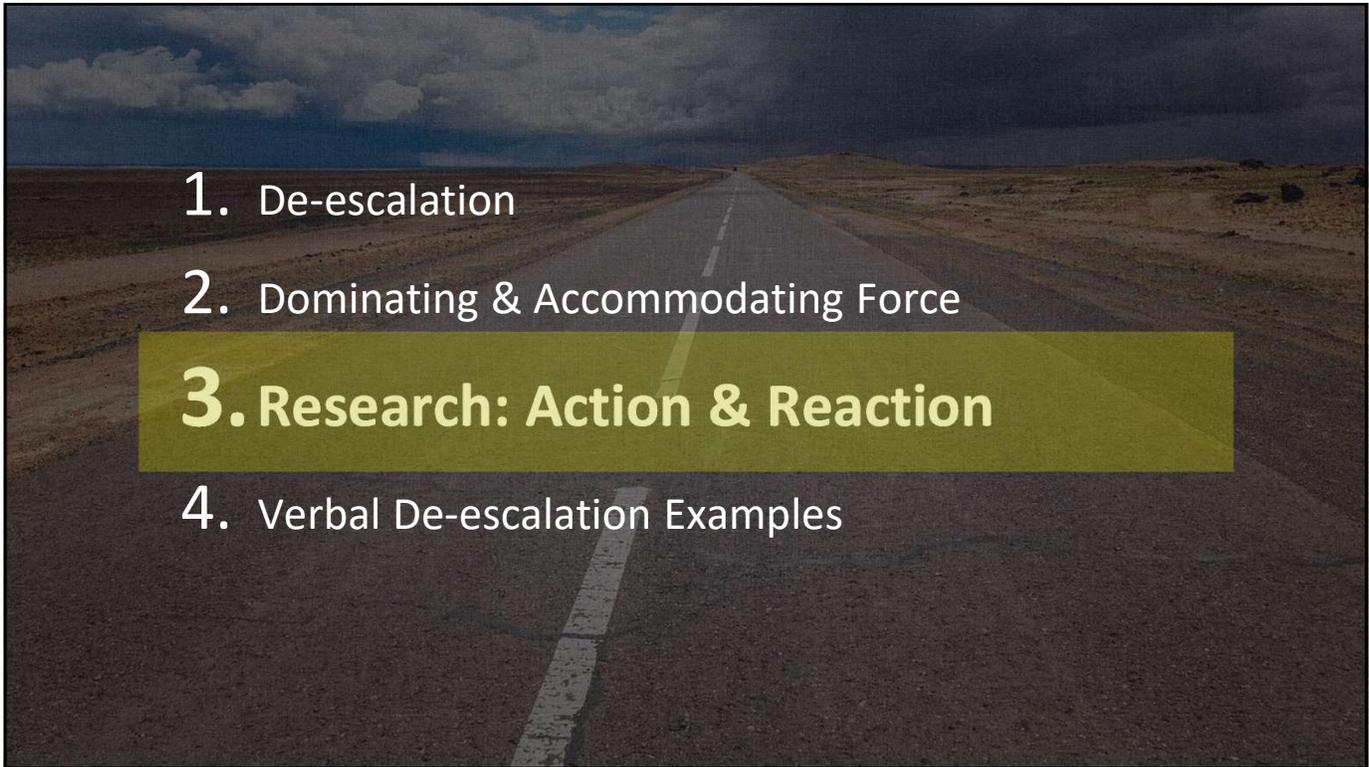
4. Verbal De-escalation Examples

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Force

DOMINATING

ACCOMMODATING

- Taught by NCJA (SCAT)

- Threat Level High

- Reasonable & Necessary

- No immediate threat.

- Threat Manageable

- Phy. De-escalation

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Force
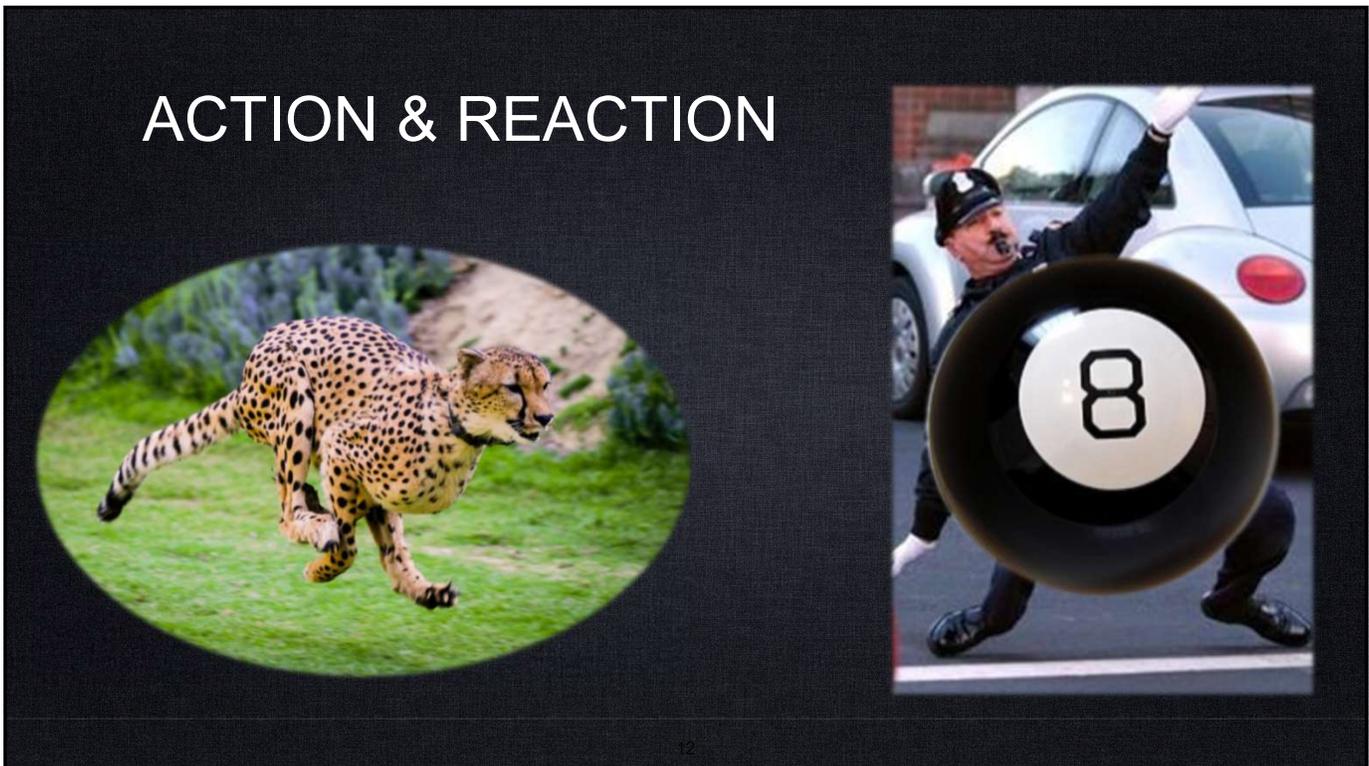
DOMINATING

ACCOMMODATING

Force greater than suspect resistance.

A force tactic when there is an articulatable level of threat.

Force less than or equal to suspect resistance.

A force tactic used to de-escalate the encounter and is a proper tactic when the officer believes less force can reduce the tension between the actors.
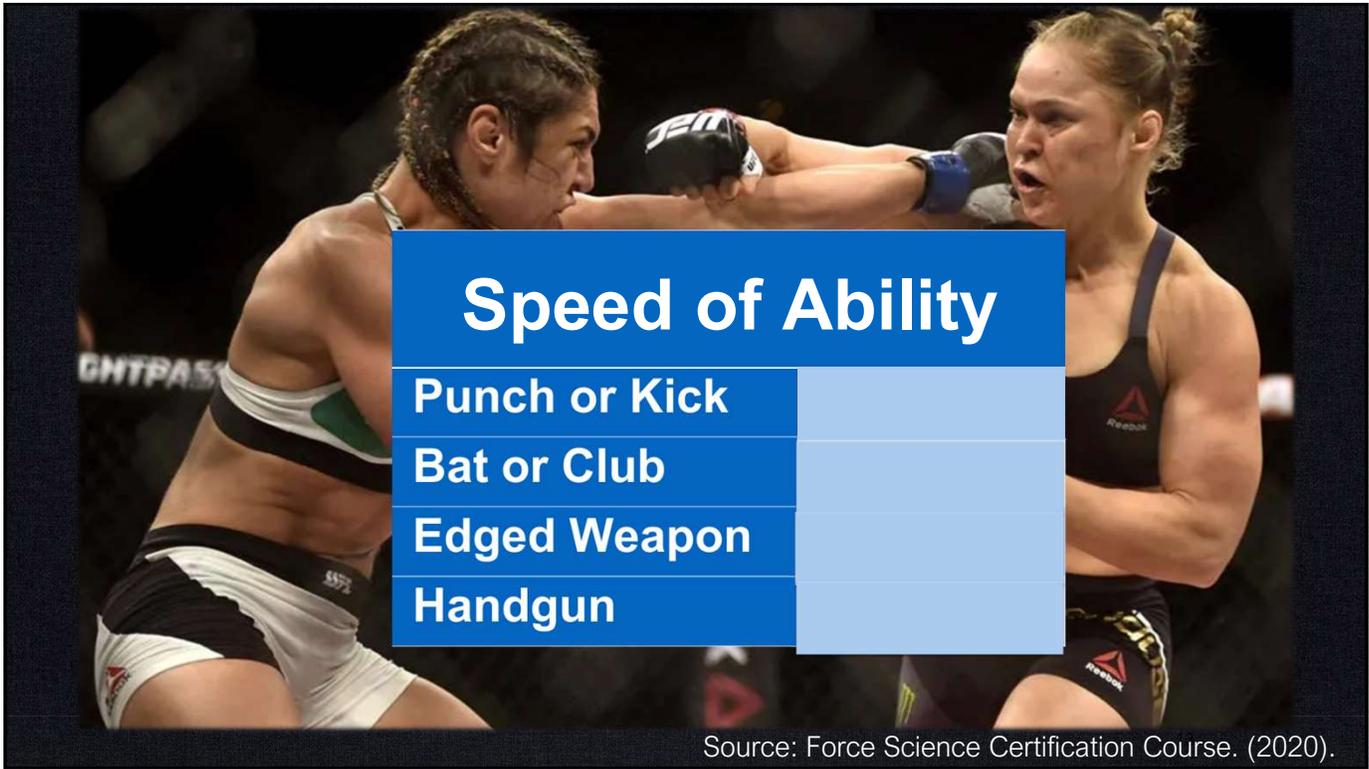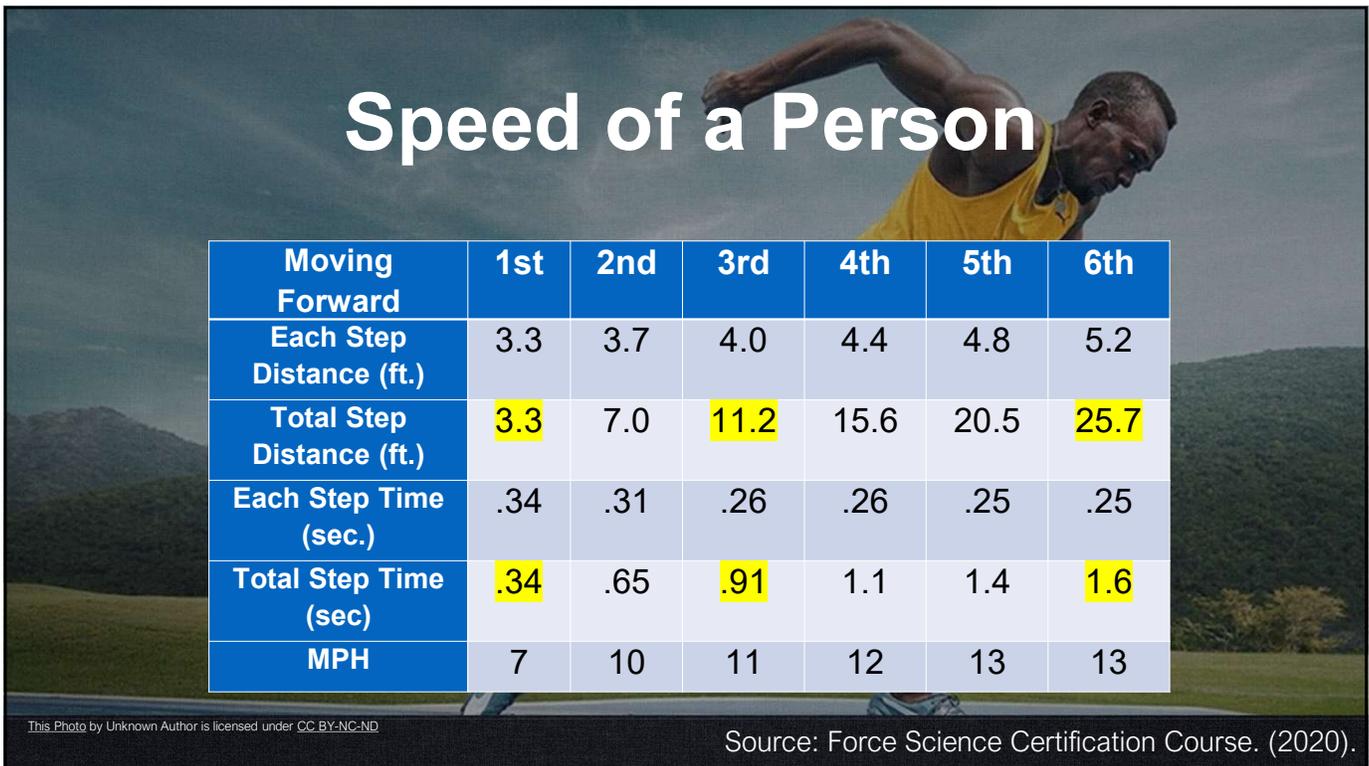
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1. De-escalation

2. Dominating & Accommodating Force

3. **Research: Action & Reaction**

4. Verbal De-escalation Examples

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ACTION & REACTION

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Source: Force Science Certification Course. (2020).

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Speed of a Person

Moving Forward	1st	2nd	3rd	4th	5th	6th
Each Step Distance (ft.)	3.3	3.7	4.0	4.4	4.8	5.2
Total Step Distance (ft.)	3.3	7.0	11.2	15.6	20.5	25.7
Each Step Time (sec.)	.34	.31	.26	.26	.25	.25
Total Step Time (sec)	.34	.65	.91	1.1	1.4	1.6
MPH	7	10	11	12	13	13

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Source: Force Science Certification Course. (2020).

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Traffic Stop Study

Traffic Stop Study	Average in Seconds	Range in Seconds
Officer Reaction Time	.37	.24 – .5
Disengage & Defend	2.17	1.3 – 3.0

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1 second

.5 second
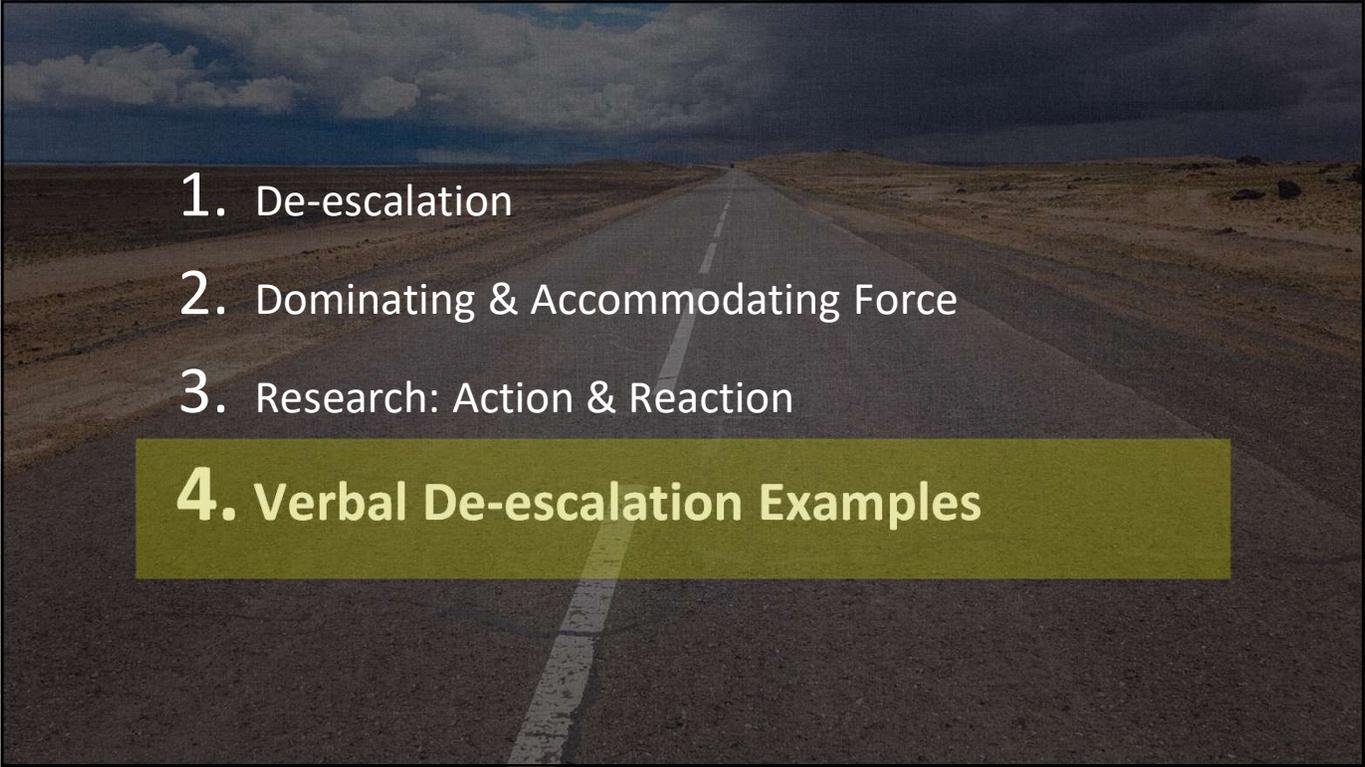
.25 second

How fast is less than a second?

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Source: factOreal

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1. De-escalation

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3. Research: Action & Reaction

4. **Verbal De-escalation Examples**

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What is an SRO to do?

Five Truths

1. We Want to Feel Heard

2. We Would Rather be Asked Than Told

3. We Want to Know Why

4. We Prefer Options Over Threats

5. We Want a Second Chance

Source: George Thompson & Jerry Jenkins. Verbal Judo. Final Chapter: The Five Truths That Fit All

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Say This

- How

- What

- Share

NOT That

- Why

- Tell

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- ~~Why did you do this?~~
- **How** did this occur?
- **How** did this happen?
- **How** do you feel about this?
- ~~Why are you acting like this?~~
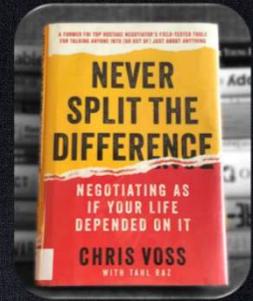- **What** is causing you to feel this way?
- **What** have you been through?

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- ~~Tell me what happened.~~
- **Share** with me what happened.
- ~~Tell me what you saw.~~
- **Share** what you saw.
- Can you **share…** what you're (thinking) (doing)?
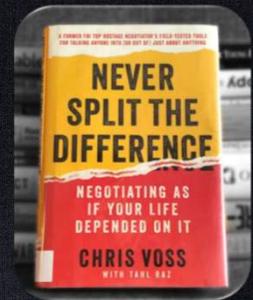
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Active Listening

Mirrors (Paraphrasing)

Repeating the last few words or a selected word.

Emotional Labeling (Labels)

Label the emotion, you see in the person.

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Active Listening

Mirrors (Paraphrasing)

Repeating last few words or a selected word from the convo.
Upward reflection in your voice.
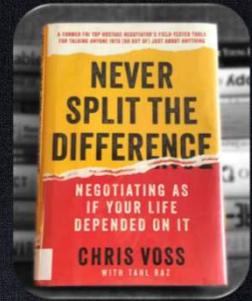
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Active Listening

Emotional Labeling

Label the emotion, you see in the person.

It looks like….

It sounds like…

It seems like…

It feels like…

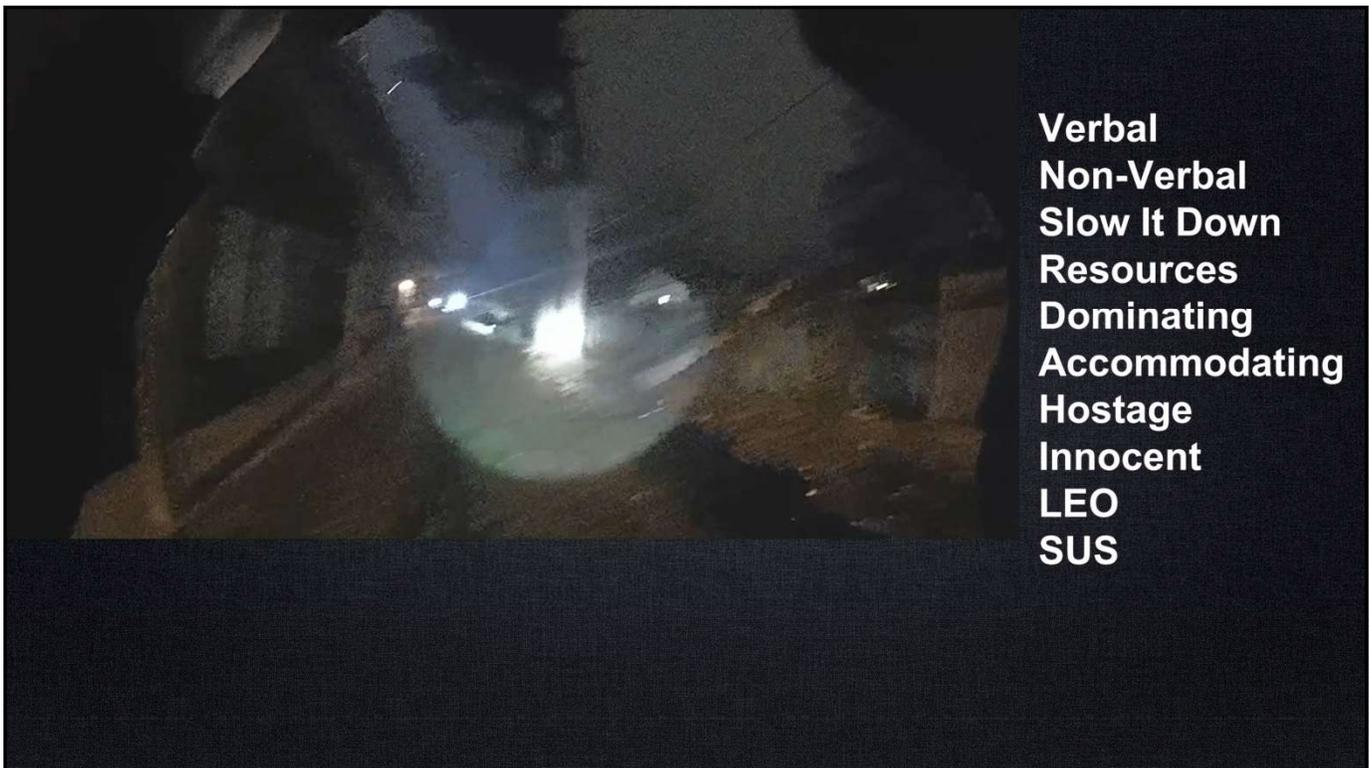25

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	1	2	3	4
Verbal				
Non-Verbal				
Slow Down				
Resources				
Dominate				
Accommodate				
Innocent				
LEO				
Off /Sus				

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Verbal
Non-Verbal
Slow It Down
Resources
Dominating
Accommodating
Hostage
Innocent
LEO
SUS

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	1			
Verbal	✓			
Non-Verbal	✓			
Slow Down	✓			
Resources	✓			
Dominate	NA			
Accommodate	✓			
Innocent	NA			
LEO	✓			
Off /Sus	✓			

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Verbal
Non-Verbal
Slow It Down
Resources
Dominating
Accommodating
Hostage
Innocent
LEO
SUS

30

|		2		
Verbal		✓		
Non-Verbal		✓		
Slow Down		✓		
Resources		X		
Dominate		✓		
Accommodate		✓		
Innocent		NA		
LEO		NA		
Off /Sus		NA		

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Verbal
Non-Verbal
Slow It Down
Resources
Dominating
Accommodating
Hostage
Innocent
LEO
SUS

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		3	
Verbal		x	
Non-Verbal		x	
Slow Down		x	
Resources		✓	
Dominate		✓	
Accommodate		x	
Innocent		x	
LEO		x	
Off /Sus		x	

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Verbal
Non-Verbal
Slow It Down
Resources
Dominating
Accommodating
Hostage
Innocent
LEO
SUS
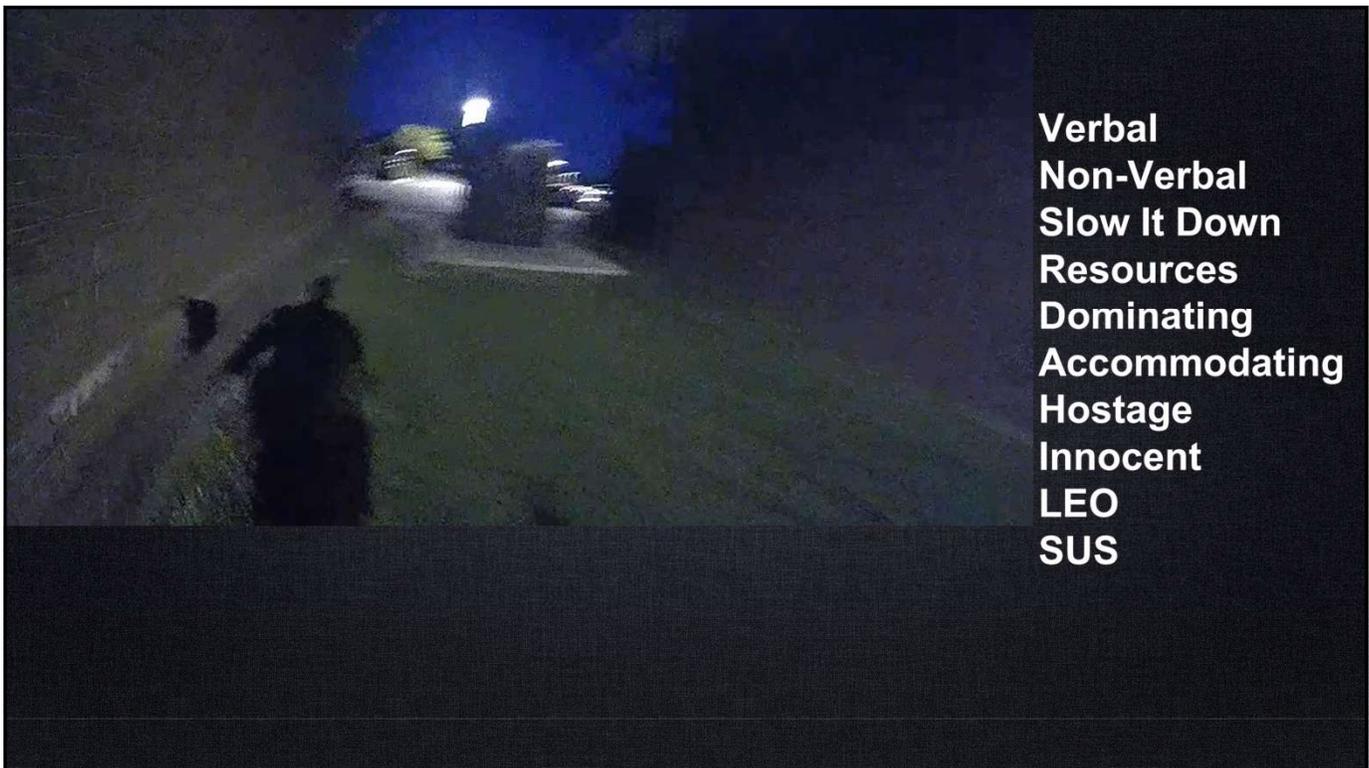
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			4
Verbal			x
Non-Verbal			x
Slow Down			x
Resources			x
Dominate			✓
Accommodate			x
Innocent			NA
LEO			x
Off /Sus			x

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Derrick Crews
Derrick@360policing.com
336-268-0293
360policing.com

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