

# Gentle Response ~ Practical De-escalation

A gentle response defuses anger... Proverbs 15:1 MSG Bible

## TRAINING OUTLINE

∇ 50 minute lecture/presentation covering 3 core concepts: 1) Body language  
2) Tone of voice  
3) Active/Reflective listening

∇ During the lecture I share personal stories and experiences to highlight how the 3 core concepts work.

∇ I have one short 5 minute video that also highlights and demonstrates the 3 core concepts. The video is geared towards Police response to a mental melt down but the information in the video is very applicable to dealing with a person who is very angry.

∇ 5 to 10 minute break

∇ Approximately 1 hour of scenario training - This is realistic training with a role player, and is designed to give a person a feel for dealing with a highly agitated person and practice de-escalating a potentially volatile situation. Current active duty police officers and former police officers may be exempt from participating in this scenario training but are welcome to attend and even help out as role players. This scenario training is geared towards people who do not in their daily life or current careers deal with potentially explosive people.

Many people who volunteer to be safety personnel have little to no training in dealing with angry people or people having a mental break down. My training is geared towards bridging that gap.

Instructor:

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