



RIVERSIDE COUNTY PROBATION DEPARTMENT

Serving Courts • Protecting Our Community • Changing Lives



Course Title: (Class 4.2: Crisis Communication and De-Escalation)

Hours of Instruction: 4

Course Objectives:

- 4.2.1 Identify stress-provoking situations that may precede crises. (MCT)
- 4.2.2 Given a list of behaviors, identify those that indicate a juvenile is in crisis. (MCT)
- 4.2.3 Identify ways to verbally intervene in a situation that is beginning to escalate. (MCT)
- 4.2.4 Identify intervention techniques used by officers to de-escalate tension (best practices). (MCT)
- 4.2.5 Identify effective ways to give commands to a group of juveniles who are engaging in negative group dynamics. (MCT)
- 4.2.6 Given a description of a crisis where one or more juveniles is emotionally upset, identify the appropriate response by the officer. (MCT)
- 4.2.7 Given a scenario involving a disturbance with a juvenile, identify the appropriate response. (MCT)
- 4.2.8 Given a scenario in which there is an escalation of tension, demonstrate the effective use of communication skills to de-escalate tension. (BST)
- 4.2.9 Identify how to communicate with victims of sexual abuse. (MCT)