



**TRAINING GROUP**  
Plan. Prepare. Protect Life.

# DE-ESCALATION



The reduction of the intensity of a **conflict or potentially violent situation** using **verbal** tools and tactics.

## COURSE OBJECTIVES

Using **Verbal De-escalation to Diffuse Tense Situations** focuses on the vital *LEAPS* strategy (*Listen, Empathize, Ask, Paraphrase, Summarize*), a proven technique that empowers and provides options for navigating tense situations with clarity and control.

- Enhance De-escalation Tactics
- Learn how to respond with **Calm Assurance**
- Empower yourself through **Understanding**

## REALISM SCENARIO BASED LEARNING

Research suggests scenario-based learning:

- Elevates skill proficiency
- Allows for integrated feedback and development
- Promotes the practice of new skills in a secure environment



## TANGIBLE BENEFITS:

- **ACTIVE ASSAILANTS ARE MORE LIKELY TO BE ANGRY, VENGEFUL INDIVIDUALS WHO SEEK RETRIBUTION FOR A PERCEIVED HARM. DE-ESCALATION OF TENSE SITUATIONS COULD RESULT IN A PEACEFUL RESOLUTION.**



Contact our team to book a discovery call today!