

**SANTA CLARA COUNTY
EXPANDED COURSE OUTLINE
DE-ESCALATION/COMMUNICATION WITH THE METALLY ILL**

Course: De-escalation/Communication with the Mentally Ill

Hours: 4

Objective: This course offers de-escalation and communication techniques to help students recognize and effectively communicate with mentally ill or drug intoxicated individuals. Law Enforcement Officers will be able to demonstrate empathic listening, demonstrate directive, non-coercive communication skills, stabilizing the scene using de-escalation techniques appropriate for people with mental illness.

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I. Course and Community Overview

A. Course Introduction

- 1. Instructors/Students**
- 2. Course Objectives**

B. Partnerships for dealing with mental illness

- 1. Among criminal justice agencies**
- 2. Between police and mental health professionals.**

II. On-scene assessment of mentally ill

A. Assessing on-scene responses

- 1. Assessing mental illness**
- 2. Mental health resources**
- 3. Maintaining safety**

B. Indicators of mental illness

- 1. Signs**
- 2. Symptoms**

III. De-escalation/Communication Techniques

A. Keys to successful management of an encounter

B. Techniques for handling frequently encountered situations

- 1. Verbal**
- 2. Non-verbal**

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C. Interacting in crisis situations

- 1. “Do’s” and “Don’ts” during an encounter**
- 2. Communication in crisis situations**
- 3. General guidelines for reaching an appropriate disposition**

D. Exercise

- 1. Role playing of crisis situations**
- 2. Video Clip and discussion: de-escalation situations and effective communication skills**

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Hourly Distribution**

Communication and De-escalation Skills With Mentally Ill	
Time	Content
0800-0900	Course and Community Overview
0900-1000	On-scene Assessment of Mental Illness
1000-1200	De-escalation and Communication Techniques