

# Calming the Fire: Fundamental Principles of De-escalation and Understanding People

## Instructor: Darryl Rivers

Darryl L. Rivers is a national human behaviors, communication, and leadership speaker and trainer. To accompany his 24 years of government service in both the U.S. Military and as a Law Enforcement professional, he is a psychology major with multiple certifications in human behavioral analytics, emotional intelligence, neuro-linguistic programming, accelerated learning, and he is a communications and body language expert. He has extensive policing, street investigations, UC/Surveillance, and felony apprehension experience from his time with the Detroit Police Department. His law enforcement experience was extended in the State of Arizona where he functioned as a Detective, a Sergeant, a Lead Special Agent of the States Tobacco Enforcement Unit (Office of The Attorney General), and a Hostage Negotiator.

After his retirement from Law Enforcement, Darryl started his own speaking and training business called "The L.E.A.D. Company." One of the assignments he has been revered for is his work with the Arizona Department of Economic Security. There Darryl was contracted to engineer the creation of an internal security unit. He was hired to recruit, interview, hire, train, create policy, and supervise the statewide unit covering over 200 individual locations, while maintaining his other clients from across the nation. Darryl has established himself as a sought-after public speaker and trainer in both government and business circles. He is an Executive Director with the world's largest leadership training company, "The John Maxwell Team," and is mentored by John Maxwell himself. He has a unique, humorous, yet intellectual delivery to his trainings that puts him in high demand across the nation.

He is a highly decorated professional with multiple awards to include: Officer of the Year, Life Saving, multiple Meritorious Citations, Multiple Letters of Commendation, Chiefs Excellence Award, Spirit of Detroit Award, and The Police Cross for being injured in the line of duty. To top it off, he received the departments highest honor, The Medal of Valor for rescuing eleven hostages. He is a dynamic presenter, but most importantly he is a cop's cop.

*Calming the Fire: Fundamental Principles of De-escalation and Understanding* curriculum is designed to identify several basic behavioral types and what manner of communication works best with each one. By studying these qualities, we can identify not only what works with those we encounter, but also how we best work with them and what areas we may need to work on to make us better communicators and de-escalators to potentially volatile situations. Each Officer is the starting point to a successful de-escalation. Know where your starting line is!

Course of Instruction

### Day 1

8:00 – 8:30 am – Registration

8:30 – 9:00 am – Introductions

9:00 – 12:00 am - Know You First! – *Each participant will explore their own behavioral qualities and conduct a self-inventory on how they communicate.*

12:00 – 1:00 pm – Lunch on your own

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1:00 – 3:00 pm - Know Others Second – *Participants will learn to identify the basic behavior styles expressed in all people and how to apply understanding to them.*

3:00 – 4:00 pm – Open Discussion Q&A

### **Day 2**

8:00 – 9:00 am – Review and practical application

9:00 – 11:00 am - Body language cues – *Participants will go over positive and negative body language and learn to apply them to accomplish successful de-escalation practices.*

11:00 – 12:00 pm – *Lunch on your own*

12:00 – 2:00 pm - Know the Real Problem – *Participants will explore how to look beyond the problematic actions of others to identify the real issue.*

2:00 – 4:00 pm - De-Escalate the Person, Not the Problem– *Participants will see how the problem is an expression of the person's current worldview. Speaking to the person behind the problem extinguishes the problem.*

### **Day 3**

8:00 – 10:00 am - Review and practical application of day 1 and day 2

10:00 – 11:00 am – *Discussion of common situations which require de-escalation as opposed to force.*

11:00 – 12:00 pm – *Lunch on your own*

12:00 – 4:00 pm – *Real world role play*

