



Northwest Illinois Criminal Justice Commission

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Mobile Team Unit #1 is funded in partnership with the Illinois Law Enforcement Training & Standards Board

Conflict Resolution & De-escalation Strategies

DATE: September 9, 2024

Registration Ends: August 15, 2024

TIME: 8:00 AM—5:00 PM 8 Hours

LOCATION: Dixon Police Department 220 S. Hennepin Ave Dixon IL

INSTRUCTOR: James Wagner and Associates

COURSE CONTENT:

CONFLICT RESOLUTION AND DE-ESCALATION STRATEGIES

(For Police)

PURPOSE OF COURSE: This 8-hour program has been designed to help Officers integrate communication skills and conflict resolution strategies to De-escalate or avoid conflicts in their work environment.

COURSE OVERVIEW: The primary focus of the course will be to provide practical skills that the student can use to avoid or de-escalate conflict in the work environment.

COURSE GOALS: The goals of this course are to:

1. Identify the skills required to engage in de-escalation and conflict resolution.
2. Identify the role of emotional intelligence in conflict resolution and de-escalation.
3. The role of emotions in driving behavior of both the officer and other person.
4. Identify the role of communication in conflict resolution and de-escalation.
5. Demonstrate active and reflective listening skills.
6. Practice Messaging and identify the importance of structuring the message for the listener.
7. Identify the 5 different conflict resolution strategies.
8. Demonstrate and ability to use each of those strategies appropriately.
9. Identify signs and indications of resistive behavior.
10. Discuss and practice conflict resolution skills in the context of Officer Safety and defensive positioning.

This course meets the following ILETSB mandates:

Crisis Intervention 2 Hours 1.5 Scenario Based

Cultural Competency .5 Hours

Officer Wellness .5 Hours

Procedural Justice 1.5 Hours

De-escalation Techniques 2.5 Hours 1.5 Scenario Based

Officer Safety Techniques 1 Hours

Mobile Team In-service Training Unit #1 (ASSIST) Program
Illinois Law Enforcement Training and Standards Board
SERVING THE COUNTIES OF CARROLL - JO DAVIESS - LEE - OGLE - STEPHENSON - WHITESIDE



Instructor:

James Wagner and Associates, LLC provides training and consulting services to police agencies nationwide. James Wagner is the owner and President of James Wagner and Associates. He has over 30 years of law enforcement experience and has been a police instructor since 1991. James was responsible for managing training, crime prevention, community relations, public information, and research and development for 14 years at a large suburban Sheriff's Office. James is a graduate of Northwestern's School of Police Staff and Command Session #233 and the FBI's National Academy Session #235.

Partial funding provided by Illinois Law Enforcement Training and Standards Board and MTU#1's request for certification of this course has been approved by the Illinois Law Enforcement Training and Standards Board

REGISTRATION:

All registrations are received on the [MTU#1 website](#). Find Registration instructions [here](#)

THIS IS NOT A PUBLIC MEETING