

# Responding to Mental Health Crisis

Live Online Webinar

Wednesday, August 7th | 1:00pm - 3:00pm, Mountain

When encountering individuals suffering from crisis related to Autism; PTSD (Post Traumatic Stress Disorders); TBI (Traumatic Brain Injury); Schizophrenia; Bipolar Disorder and Intellectual Disabilities, there is a growing need to master conflict management skills.

When negative verbal encounters escalate to the point where physical intervention is used, criticism often results when it is later discovered that there is little evidence of verbal de-escalation techniques employed by officers. This is particularly true when incident video and audio reviews are utilized. In some cases, it has become clear that the verbal actions of the public safety responders served to escalate the situation. Administrators are now asking, "Is this an area in which the training tape has run out? Have we adequately trained our personnel to successfully manage and respond to verbal confrontations in a professional manner?"

Verbal De-escalation training provides public safety professionals with time-tested communication skills proven to help de-escalate volatile situations, safeguard fellow officers' emotional and professional well-being, and significantly enhance the agency's professional image. This course specifically covers interactions with those undergoing mental health crisis.



## Chief Harry P. Dolan (Ret.)

CEO, Dolan Consulting Group

Chief Dolan is a 32-year police veteran who served as a Chief of Police since 1987. As one of the nation's most experienced police chiefs, he brings 25 years of public safety executive experience to his training. Chief Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of Leadership & Management, Communications Skills, and Community Policing. Past participants have consistently described Chief Dolan's presentations as career changing, characterized by his sense of humor and unique ability to maintain participants' interest throughout his training sessions.