

De-escalation for Faith-based Organizations (Train-the-trainer)

8-hours

**Presented by: Deb McMahon, Crisis Systems Management, LLC
crisisnegotiation.net**

The De-escalation for Faith-based Organizations (FBO) Course is a practical course instruction intended for security directors, staff, and volunteers operating in faith-based schools, churches and worship events.

This course not only prepares students to recognize factors for influencing and managing difficult or verbally abusive, resistant, or non-compliant subjects, but also to present training in school and church environments.

Students will learn how over-reaction or under-reaction can adversely impact the outcome of an incident by causing an incident to escalate, re-escalate, or by creating circumstances in which result in an unintended outcome.

By understanding the impact of words, students will recognize and learn how to manage their own personal verbal triggers.

An in-depth discussion of the role of vigilance, hyper-vigilance, crisis rehearsal, threat assessment and personal readiness will prepare students to adopt a mindset conducive to effective, safe, and legally defensible actions. Tools for vulnerability and threat assessments will be discussed and provided to students as part of their take-home materials.

One of the most relevant aspects of de-escalation is assessing and managing scene dynamics. Students will learn practical and effective steps to reduce the negative energy or circumstances which often set the stage for an escalation of emotions and violent behavior.

Step-by-step tips for managing verbal abuse and resistance will aid students in a more thoughtful and productive approach for de-escalation and lastly, students will learn how to manage verbal non-compliance.

Students will also learn how to present classroom training to school and church staff and volunteers and will receive digital versions of training materials including lesson plans and PowerPoint® presentations. The train-the-trainer portion of this course will highlight the importance of delivering a standardized curriculum, setting a professional tone for high-liability training and maintaining a disciplined classroom environment.

To close out the training event, students will participate in individual and group activities and role-playing vignettes wherein they will have opportunities to practice the skills covered in the lecture/discussion portion of the training. A packet of role-playing vignettes will be provided to students.

Course size is limited to 40 persons.

Each student will be provided: Classroom handouts/note-taking guides, pens, vulnerability/threat assessments, vignette role player packets and thumb drives with course materials.

Presenter Biography:

Ms. McMahan serves as a senior instructor and curriculum developer for Crisis Hostage Negotiation and Peer Support Programs for Crisis Systems Management, LLC.

Ms. McMahan retired as a Special Agent of the U.S. Army Criminal Investigation Division. Prior to her retirement, Ms. McMahan was an instructor assigned to Operations and Investigations Division, Advanced Law Enforcement Training, U. S. Army Military Police School, Fort Leonard Wood, MO. Ms. McMahan instructed advanced law enforcement subjects to criminal investigators who were assigned to municipal, state, and federal law enforcement agencies from throughout the world. In addition to her instructional duties, Ms. McMahan developed specialized advanced law enforcement training programs.

During her twenty-one years of law enforcement experience, Ms. McMahan has performed such diverse duties as patrol, traffic accident investigation, desk sergeant, covert drug investigator, criminal investigator, protective services agent, and crime scene and evidence technician. She has also served as a senior criminalistics advisor, evidence program manager, and in a variety of positions on Crisis Response Teams. Ms. McMahan served in supervisory capacities as Task Force Commander and as an Operations NCO to a seventy-person protective service security element for the 50th Anniversary NATO Summit. Assignments have taken Ms. McMahan throughout the United States, Europe, and the Middle East.

Some of Ms. McMahan's technical education and training includes: numerous Crisis and Hostage Negotiations courses, Countering Terrorism, Traffic Accident Investigation, Advanced Fraud Investigation, Protective Services, numerous advanced interview courses, gang training courses, and several Drug Enforcement Administration training courses. In addition to her technical training, Ms. McMahan has also attended more than twenty-six weeks of leadership development and management training. Ms. McMahan has earned Bachelor of Science degrees in Criminal Justice and Psychology.

In a variety of environments, Ms. McMahan has served as a member of a crisis response team, and has negotiated numerous hostage, barricaded subjects and potential suicide incidents. In addition to her practical experience, Ms. McMahan has authored Crisis Response Plans, has planned, executed, and supervised major crisis response training events, and has published numerous professional articles on a variety of law enforcement topics, including crisis negotiation and crisis negotiation training.

Ms. McMahan served as editor-in-chief of a professional publication and has written numerous professional articles. ***Into the Chaos***, a field manual for Crisis

Negotiators, was a collaborative writing effort for which Ms. McMahon served as Senior Editor and writer.

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