



 Blue to Gold

# TRAINING ANNOUNCEMENT

## Manchester, New Hampshire

Hosted by the Manchester Police Department

### Crisis Communication: Skills for De-Escalating Encounters

In this comprehensive training program, officers will gain valuable insights into the art of de-escalation during police-citizen encounters. The course is designed to equip law enforcement professionals with the skills and knowledge necessary to achieve de-escalation goals through effective communication and, when required, the application of reasonable force. De-escalation, as emphasized in this program, is a desired outcome that hinges on the behavior and response of the individuals involved.

The course begins with a critical examination of police-citizen interactions captured on video, prompting officers to reflect on their own actions in similar situations, identifying what worked and areas for improvement. The philosophy of De-Escalation and Crisis Intervention is explored, tracing its roots back to crisis/hostage negotiation and the original NYPD model from the 1970s. The program delves into the legal framework surrounding the use of force, emphasizing the importance of objectively reasonable force in specific situations. Officer safety is a top priority throughout the course.

The course delves into the psychology of crisis, helping officers differentiate between a crisis and a mere problem. It covers the stages of a genuine crisis and defines an "Individual in Crisis." Officers gain insight into common triggers that lead to crisis situations, such as mental illness, substance abuse, medical conditions, and situational stress. While officers are not expected to diagnose illnesses, the course familiarizes them with various conditions they may encounter, fostering a better understanding of individuals' behaviors.

**INSTRUCTED BY: RET. NYS SP SENIOR INVESTIGATOR JEFFREY SCHOLZ**

**REGISTER  
NOW!**

**888-579-7796**

[WWW.BLUETOGOLD.COM](http://WWW.BLUETOGOLD.COM)

### TRAINING DETAILS

**COST:** \$225

**WHERE:** 405 Valley St Manchester, NH 03103

**DATE:** Monday, October 7, 2024 | 8:00 AM – 5:00 PM

**CREDIT:** NH POST Eligible

**FIND OUT MORE AT:** [bluetogold.com/instructors/jeffrey-scholz](http://bluetogold.com/instructors/jeffrey-scholz)



Course details visit [bluetogold.com/courses](http://bluetogold.com/courses)  
or email [training@bluetogold.com](mailto:training@bluetogold.com)



# WHY CHOOSE BLUE TO GOLD

Blue to Gold has taught thousands of officers in the Fourth Amendment and beyond, and strive to provide the best legal education and training to agencies around the country. Founded in 2010 Blue to Gold is the most widely recognized training company in Search & Seizure law.



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