

# Cleveland Division of Police

## Lesson Plan

**Title of Lesson: Command and Control Paradox**

**Assigned Course Number: TBD**

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**Date Written/Revised: 2/10/17**

**Approving Authority: PENDING**

### **Overview:**

The Command and Control Paradox is a 90 minute long presentation which will be contained in the eight-hour program: "Responding to Crises". The Command and Control Paradox module will contain the following major elements:

1. Understanding the unique aspects of a crisis intervention call as it relates to command and control vs. de-escalation
2. Identify the paradoxical aspect of achieving greater control of an mental health crisis situation using a less physical and controlling approach
3. Identify the relationship between acute stress, bodily reactions, and ability to think clearly and control impulses
4. Identify the advantages of de-escalation vs. physical control
5. Identify and discuss key techniques of related to safe de-escalation including but not limited to patience, empathy, active communication and ongoing vigilance.
6. Participate directly or observe other officers in a role play of de-escalation
7. Provide feedback and discussion related to the role-play identifying things which supported a safe de-escalation and those which could have been done differently

### **Course Goal(s):**

The goal of the Command and Control Paradox module is to provide participants with an understanding of the advantages of a verbal de-escalation process during a crisis call and knowledge of the key techniques employed during de-escalation

### **Course Objective(s):**

Upon completion of the Command and Control Paradox module participants will be able to demonstrate knowledge of the following:

1. The differences between a command and control vs. a non-physical, verbal de-escalation approach to crisis intervention
2. The advantages of employing non-physical, verbal de-escalation techniques in a crisis situation
3. The ways in which an authoritative, commanding approach during a crisis can paradoxically result in less control of the situation

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4. The practice of vigilance in conjunction with patience, empathy and related techniques as they relate to de-escalation and establishment of basic safety in a crisis situation
5. The role of the fight or flight response in the safe resolution of a crisis

#### **Methodology:**

Participants will be taught by a pair of instructors: a law enforcement officer and one mental health professional. A Power Point presentation will serve as an instructional aid and will include short video examples as well as basic outlined points. The instructors will also use role play and class discussion to increase participant interest and learning.

#### **Target Audience:**

All members of the Cleveland Division of Police

#### **Class Size:**

TBD

#### **Evaluation Process:**

Participants will complete a post-test which will examine acquisition of key points. Participants will be required to answer at least 70% correct. In addition, instructors will have the option of supplementing the evaluation in the event that there is an unwillingness to attend to the material and/or participate at a meaningful level.

#### **Logistical Information:**

Site: TBD

#### **Training Equipment:**

- Computer, projector, screen and speakers
- Power point presentation (electronic)
- Power point presentation (handout)
- Post-test (handout)

#### **Staffing Requirements:**

Instructors: One Law Enforcement Officer and one Mental Health Professional

#### **Training Summary:**

All assigned participants will arrive at the designated time and go to the designated facility. Participants will receive an overview of the training, performance and learning objectives, and an introduction to the material.

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### Training Schedule:

-0030-0000	Instructors on site
0000-0005	Introduction to the purpose of the Command and Control Paradox module
0015-0025	Discussion of the impact a police officer brings to a situation and the impact of a command and control approach
0025 – 0030	Class discussion identifying situations where command and control makes sense, and where it may not
0030-0045	Introduction to the role of emotional states in a crisis and fight or flight responses
0045-0055	Video depicting an officer de-escalating a mental health crisis and follow-up discussion
0055-0105	Review of techniques in the de-escalation process
0105-0115	Role play of a de-escalation and follow-up feedback and discussion
0115-0120	Role play using de-escalation with an individual in a mental health related crisis
0120-0130	Summary and closing thoughts
	Post-test