



Ohio School Resource Officers Association presents

De-escalation Techniques for the SRO

Thursday, April 12, 2018

**Hilliard Joint Safety Services Building
5171 Northwest Parkway, Hilliard, Ohio 43026
(NW Columbus)**

How do we gain the knowledge and learn to understand how to de-escalate the many different situations that occur in the high school setting? SRO Adam Gongwer, Ontario Local Schools, has advanced training in Hostage Negotiations, Crisis Intervention and OPOTA Scenario House. Drawing on multiple years of SRO and HNT situations, Officer "Adam" will share ideas and strategies that will help lower emotional confrontations, disorderly students, and agitated individuals.

Instructor: SRO Adam Gongwer has been a SRO for ten years with the Ontario Police Dept. and has completed OPOTA Advanced HNT, FBI Basic HNT, Crisis Intervention Team, and PATC Phases I thru IV Recert.

Who Should Attend

- School Resource Officers
- DARE Officers
- School Principals
- School Teachers
- Counselors
- School Superintendents

Agenda:

8:30 – 9:00 a.m. Registration
9:00 – 12:00 p.m. Morning sessions

Location: Hilliard Joint Safety Building

5171 Northwest Parkway, Hilliard, Ohio. Parking is available in the front and back of the building.

Cost: Registration fee is \$31 for OSROA members and \$68 for non-members. The fee includes training materials and morning refreshments. The \$68 fee also includes a one year OSROA membership. Cancellations must be made 72 business hours prior to the training date.

Mail or fax registration on reverse page to: Ohio School Resource Officers Association, 6277 Riverside Drive, 2N, Dublin, OH 43017. Phone: 614-718-3210

Fax: 614-761-9509. Register online at www.osroa.org

DE-ESCALATION CURRICULUM OVERVIEW

- A. **CRISIS, PEOPLE, COMMUNICATION**
 - Look in the Mirror: Survey
 - Philosophy of Crisis Negotiation
 - 3 types of people
 - 4 Tell-Tale signs during a crisis
 - Communication Suggestions
 - 11 Phrases not to Say
- B. **NEEDS & PERCEPTIONS**
 - The "Why" of Behavior
 - Recognize the "Needs"
 - The "Need" Satisfaction Sequence
 - Kinesics: Reading Behaviors and Deception Clues
- C. **BEHAVIORAL CHANGE**
 - Stairway to Behavioral Change
 - Active Listening Review and Benefits
 - Phrases that Establish Empathy
 - 5 Steps to Persuasion
 - Negotiation Strategy and Tactics

OHIO SCHOOL RESOURCE OFFICERS ASSOCIATION

6277 Riverside Dr., Dublin, Ohio 43017

Fax: 614-761-9509 Attn: Eileen

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REGISTRATION FORM

Please print clearly to avoid misprint of nametags and certificates:

TODAY'S DATE:	
YOUR NAME AND TITLE:	
DEPARTMENT NAME:	
DEPARTMENT ADDRESS: <i>(include city, state and zip code)</i>	
COUNTY:	
DEPARTMENT PHONE NUMBER:	
YOUR EMAIL ADDRESS:	
PO# <i>(If applicable)</i>	
Send a copy of the invoice to this email address: <i>(if applicable)</i>	