

De-escalation Techniques for the SRO



Thursday, September 22, 2022
8:30 a.m. - Noon

Hilliard Joint Safety Building
5171 Northwest Parkway
Hilliard, Ohio 43026



How do we gain the knowledge and learn to understand how to de-escalate the many different situations that occur in the school setting? Retired Officer/SRO Adam Gongwer 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. Handling situations properly is critical for school-based policing and having this knowledge creates a better relationship with students/situations that one may encounter.

Who Should Attend?

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

Agenda:

8:30 – 9:00 a.m. Check in
9:00 a.m. - 12:00 p.m. Session

Location: Hilliard Joint Safety Building
5171 Northwest Parkway, Hilliard, Ohio 43026

Cost: Registration fee is \$46 for OSROA members and \$101 for non-members. The non-member fee includes a one-year OSROA membership.

Cancellations: Must be made 72 business hours prior to the training date.

CURRICULUM

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

NEEDS & PERCEPTION

- The “Why” of Behavior
- Recognize the “Needs”
- The “Need” Satisfaction Sequence
- Kinesics: Reading Behaviors and Deception Clues

BEHAVIORAL CHANGE

- Stairway to Behavioral Change
- Active Listening Review and Benefits
- Phrases that Establish Empathy
- 5 Steps to Persuasion
- Negotiation Strategy and Tactics

The Ohio School Resource Officers Association presents

De-escalation Techniques for the SRO

(In-Person Training)

Thursday, September 22, 2022

8:30 – Noon

**Training Location: Hilliard Joint Safety Building
5171 Northwest Parkway, Hilliard, Ohio 43026**

Registration Deadline: September 15, 2022, or class reaching full capacity

REGISTRATION FORM

Today's Date:	
Registrants Name and Title: <i>Please print name clearly</i>	
Agency Name:	
Agency Address: <i>(Include city, state, and zip code)</i>	
County:	
Registrant's Contact Phone Number:	
Registrant's E-mail Address:	
PO# <i>(if applicable)</i>	
Are you an OSROA member?	Yes _____ No _____
Send a copy of the invoice to this email address for Payment: <i>(if applicable)</i>	

Please send registration forms to osroa@osroa.org, by fax to 614-761-9509 or by US Mail to the Ohio School Resource Officers Association, 6277 Riverside Drive- 1S, Dublin, Ohio 43017. Registrations are processed within 1-2 weeks of receipt and an Invoice/Confirmation will be **E-mailed** to the E-Mail address(s) listed.

If you have not received an Invoice/Confirmation within three weeks of submission, please contact our office at 614-718-3210.