

Sacramento County Probation Department

Juvenile Corrections Officer (JCO) Core Training

Unit 4.0: Communication

Module 4.2: Crisis Communication and De-Escalation

Instructional time: 4 hours

1. Welcome and introductions
2. Objectives:
 - a. 4.2.1 Identify stress-provoking situations that may precede crises
 - b. 4.2.2 Given a list of behaviors, identify those that indicate a juvenile is in crisis
 - c. 4.2.3 Identify ways to verbally intervene in a situation that is beginning to escalate
 - d. 4.2.4 Identify intervention techniques used by officers to de-escalate tension (best practices)
 - e. 4.2.5 Identify effective ways to give commands to a group of juveniles who are engaging in negative group dynamics
 - f. 4.2.6 Given a description of a crisis where one or more juveniles is emotionally upset, identify the appropriate response by the officer
 - g. 4.2.7 Given a scenario involving a disturbance with a juvenile, identify the appropriate response
 - h. 4.2.8 Given a scenario in which there is an escalation of tension, demonstrate the effective use of communication skills to de-escalate tension
 - i. 4.2.9 Identify how to communicate with victims of sexual abuse
3. Discuss the crisis cycle
4. Identify stress-provoking situations that may precede crisis
5. Given a list of behaviors, identify those that indicate a juvenile is in crisis: Non-compliance, picking fights, crying, demanding attention, silence, withdrawal, etc.
6. Identify intervention techniques used by officers to de-escalate tension (best practices): Separate individuals, 1-on-1 conversations, staff switch, timeout
7. Identify effective ways to give commands to a group of juveniles who are engaging in negative group dynamics
8. Given a description of a crisis where one or more juveniles is emotionally upset, identify the appropriate response by the officer: Offer supportive information, clear and concise directives, only one staff gives directives
9. Identify the appropriate staff response for a juvenile in their room, yelling and kicking their door
10. Discuss effective use of communication skills to de-escalate tension with a juvenile
11. Identify how to communicate with victims of sexual abuse: Avoid judgment, never force information from a survivor, check in periodically, refer for mental health follow-up