

NOTHERN ILLINOIS TRAINING ADVISORY BOARD
Jeff Schelling, Executive Director
527 Colman Center Drive, Rockford, IL 61108
Tel 779-210-8422
www.nitab.org

Conflict Resolution & De-Escalation Strategies-Freeport

Date: January 8, 2024 Registration Deadline: December 8, 2023

Times: 0800-1600 hours

Location: Stewart Center West
2900 W. Pearl City Road
Freeport,IL

Instructor: James Wagner and Associates

Member Fee: \$0 Non-MTU Member & NON-Sworn Fee: \$150

PURPOSE OF COURSE:

This 8-hour program has been designed to help Officers integrate communication skills and conflict resolution strategies to De-escalate or avoid conflicts in their work environment.

COURSE OVERVIEW:

The primary focus of the course will be to provide practical skills that the student can use to avoid or de-escalate conflict in the work environment.

COURSE GOALS:

The goals of this course are to:

1. Identify the skills required to engage in de-escalation and conflict resolution.
2. Identify the role of emotional intelligence in conflict resolution and de-escalation.
3. The role of emotions in driving behavior of both the officer and other person.
4. Identify the role of communication in conflict resolution and de-escalation.
5. Demonstrate active and reflective listening skills.
6. Practice Messaging and identify the importance of structuring the message for the listener.
7. Identify the 5 different conflict resolution strategies.

Partial funding provided by Illinois Law Enforcement Training and Standards Board
This is not a Public Meeting.

- 8. Demonstrate and ability to use each of those strategies appropriately.
- 9. Identify signs and indications of resistive behavior.
- 10. Discuss and practice conflict resolution skills in the context of Officer Safety and defensive positioning.

Instructor: James Wagner and Associates, LLC provides training and consulting services to police agencies nationwide. James Wagner is the owner and President of James Wagner and Associates. He has over 30 years of law enforcement experience and has been a police instructor since 1991. James was responsible for managing training, crime prevention, community relations, public information, and research and development for 14 years at a large suburban Sheriff’s Office. James is a graduate of Northwestern’s School of Police Staff and Command Session #233 and the FBI’s National Academy Session #235.

This course has been certified by the ILETSB and approved to meet the following mandates:

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|-------------------------------------|--------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | Civil Rights | <input type="checkbox"/> | Constitutional & Proper Use of Law Enforcement Authority |
| <input type="checkbox"/> | Crisis Intervention | <input checked="" type="checkbox"/> | .50 Cultural Competency |
| <input checked="" type="checkbox"/> | .50 Emergency Medical Response | <input type="checkbox"/> | Human Rights |
| <input type="checkbox"/> | Legal Updates | <input checked="" type="checkbox"/> | .50 Officer Wellness and Mental Health |
| <input checked="" type="checkbox"/> | 1.50 Procedural Justice | <input type="checkbox"/> | Psychology of Domestic Violence |
| <input type="checkbox"/> | Reporting of Child Abuse and Neglect | <input type="checkbox"/> | Sexual Assault Trauma Informed Response |
| <input type="checkbox"/> | Use of Force | <input checked="" type="checkbox"/> | 2.50 De-Escalation Techniques |
| <input type="checkbox"/> | High-Risk Traffic Stops | <input type="checkbox"/> | Law concerning stops, searches, and use of force |
| <input checked="" type="checkbox"/> | 1.00 Officer Safety Techniques | <input type="checkbox"/> | Firearms Restraining Order Act |

Specialized Training

- | | | | |
|-------------------------------------|---|--------------------------|--|
| <input checked="" type="checkbox"/> | 2.0 Crisis Intervention Team Training (CIT) | <input type="checkbox"/> | Lead Homicide Investigator |
| <input type="checkbox"/> | School Resource Officer | <input type="checkbox"/> | Sexual Assault Investigator Training |
| <input type="checkbox"/> | Epinephrine Autoinjector (Epi Pen) | <input type="checkbox"/> | Opiod Antagonist (NARCAN) |
| <input type="checkbox"/> | Drug Recognition Expert (DRE) | <input type="checkbox"/> | Advanced Roadside Impaired Driving Enforcement (ARIDE) |
| <input type="checkbox"/> | Active Threat Response | | |

To receive a State Certificate / training credit for the above listed mandates, no more than 10% of the course hours can be missed.