

R.I.S.C. Management Course

“Response In Situations of Conflict”

Overview

Employees can suddenly find themselves face to face with a member of the public who is in a state of personal conflict over something they have become angry about. Safely dealing with angry or upset clients requires preparation, personal safety skills and a threat assessment and response plan. The RISC Management course trains staff in the essential skills, knowledge and attitudes required to:

- 1. Maintain Personal Safety in situations of conflict.**
- 2. Conduct a Threat Assessment of the situation.**
- 3. Take appropriate action to safely resolve conflicts.**

While not every situation is foreseeable there are universal principles of human behavior, threat assessment and personal safety that can be used in any situation to ensure a safe resolution to a conflict.

The RISC Management Course was developed from a combination of personal safety skills and human relations training taught at the Atlantic Police Academy to Police and Provincial and Federal Correctional Officers. Your seminar leader is Inspector Reginald Dane Berringer BA, MEd CD, who has been training officers for over 20 years in personal safety, threat assessment and human relations skills.

Course Fee and Requirements

This course is offered for a flat fee and which includes a RISC Management Student Text for each participant and Desktop Immediate Action cards to assist staff in retaining and using the course material. Also included is a post course follow up conducted 2 months after the course is completed to evaluate the effect of our course and to answer any questions that may have arisen since the course was completed.

All our courses follow the “10% Solution” mandate which means that 10% of the seminar fee will be donated to a non profit charity of your choice.

Course Duration:	1 Day.
Methods of Delivery	1 Full Day Session 2 Half Day Sessions
Material Supplied:	RISC Management Handbook. Immediate Action Cards

Course Outline

Preparation Before Conflict Arrives

Principles of Personal Safety
Color Codes of Alertness
Reactionary Gap
The Skill of “What if...” Thinking

10 Seconds for Safety: Immediate Actions
5 Things you can do in the first 10 seconds (CUDOS)
Create Distance
Utilize Barriers
Deterrent Actions
Observe Escape Path
Scan Situation

A,B,C's of Developing Response Plans

Always Involve Everyone
Building and Community
Factors
Communication

Threat Assessment.

Client Types
Authority Resister
Expressive
Instrumental
Mixed Violent

Reading Clients Body Language
Assertive
Aggressive
Pre Attack Cues

Their Verbal Communication
Venting versus Demanding
Assessment of Verbal Threats
Types of Threats
Emotional Content
Drug or Alcohol Issues
Mental Stability Issues

Legal Issues (uttering threats)

Access to Weapons and Delivery System

Ten Behaviors That Predict Violence

Violent Client Profile

Threat Level Assessment Decisions

Interact With Client and Respond to Conflict

Follow S.A.F.E.

Activate Emergency Assistance Plan (system)

Responding to Conflict

The Essentials of Interpersonal Communication

The Communication Model

Active Listening

Clarification

Defining the “real issue”

Cost to Client

Loss of Something

Six “C’s” of Good Communication

Dealing with Angry Clients

Understanding Anger

Four Levels of Anger

Responses to Levels 1 and 2

Response to Levels 3 and 4

Preventing Anger from Escalating

Ten Skills to Minimize Anger

The Mirror Effect

Three Step Response Method

Step Back, Separate and Pause

Practicing Word Control

Conflict Resolution

The “Reality Therapy” approach

Compromising

Accommodating

Avoiding

Course Evaluation and Debriefing.

Two Month Follow Up Contact and Evaluation