

**2017 Statewide Crisis Intervention Team Meeting
Holiday Inn Harrisburg/Hershey
March 23 – 24, 2017**

CIT Verbal De-Escalation Train-the-Trainer (Day 1)

Thursday, March 23, 2017

- 08:00 a.m. Introduction of CIT and CIT Train-the-Trainer (Full Staff)
- 08:30 a.m. Basic Verbal Skill Training – Step One (TK) – (120 minutes)
- a. Teaching lecture material
 - b. Demonstrating role-playing skills
- 10:30 a.m. Verbal De-Escalation Strategies – Step Two (SC) – (60 minutes)
- a. Instructor techniques / Teaching Four Plays
 - b. Role-play Techniques / Performance
- 11:30 a.m. Feedback Structure & Scenario Development (All)
- 12:00 p.m. Lunch (working lunch – Scenario Development 60 minutes)
- 13:00 p.m. Presenting New Scenarios
- 13:30 p.m. Stages of an Escalating Crisis – Step Three (RD) – (50 minutes)
- a. Introduce Stages – Illustrating “What works & What doesn’t”
 - b. Role-playing
- 14:20 p.m. Break
- 14:30 p.m. Advanced Verbal Skills: Guardrails – Step Four (SC) – (50 minutes)
- a. Brief review of slides: Purpose and Intent of Slides – (SC)
 - b. Brief Practice of Advance Scenarios (select participants)
- 15:20 p.m. Break

CIT Verbal De-Escalation Train-the-Trainer (Day 1 Cont'd.)

- 15:30 p.m. Complex Crisis De-Escalation & Role Playing – Step Five (RD) (50 min.)
- a. Presenting the Complex Training Model / Purpose / Roles
 - b. Practice with complex scenarios
- 16:20 p.m. Teaching Assignments
- 16:30 p.m. Key Review Instructions
- a. Step 1
 - b. Step 2
 - c. Step 3
 - d. Step 4
 - e. Step 5
- 17:00 p.m. End of Day One

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CIT Verbal De-Escalation Train-the-Trainer (Day 2)

Friday, March 24, 2017

- 0800 a.m. Practice: New Training Instructors (45 minutes per training step: lecture & role-play performance)
- a. Step 1 – 8:00 to 8:45 (45 minutes)
 - b. Step 2 – 8:50 to 9:35 (45 minutes)
 - c. Step 3 – 9:40 to 10:25 (45 minutes)
 - d. Step 4 – 10:30 to 11:15 (45 minutes)
 - e. Step 5 – 11:20 to 12:05 (45 minutes)
- 12:05 p.m. Lunch (working lunch – Q & A and/or extra practice)
- 13:00 p.m. Teaching Step 1: Verbal De-Escalation Skills (30 minutes with role-play)
- 13:30 p.m. Teaching Step 2: Verbal De-Escalation Strategies (30 minutes with role-play)
- 14:00 p.m. Teaching Step 3: Stages of Crisis (30 minutes with role-play)
- 14:30 p.m. Teaching Step 4: Advance De-Escalation: Guardrails & Practicums (30 minutes with role-play)
- 15:00 p.m. Teaching Step 5: Complex De-Escalation & Role Plays (30 minutes with role-play)
- 15:30 p.m. Q & A / Review
- 16:00 p.m. End of Day Two