

CIVILIAN DE-ESCALATION STRATEGIES AND TECHNIQUES

BACKGROUND

Municipal employees regularly interact with constituents, coworkers, and the public in situations ranging from routine questions to emotionally charged or difficult conversations. Listening effectively, communicating clearly, and recognizing when a conversation is beginning to escalate can help employees respond with confidence and professionalism while reducing the potential for conflict.

De-escalation is the process of using communication and interpersonal techniques to reduce tension, prevent a situation from becoming more confrontational, and move a difficult interaction toward a productive resolution. De-escalation is not about 'winning' an argument or avoiding difficult conversations. Instead, it focuses on understanding the other person's concerns, staying calm, listening actively, and responding in ways that promote cooperation and respect.

CIRMA'S CIVILIAN DE-ESCALATION STRATEGIES AND TECHNIQUES TRAINING

CIRMA's Civilian De-Escalation Strategies and Techniques training will equip municipal employees with practical skills to become better listeners and more effective communicators. Participants will learn to:

- Recognize signs of escalating behavior
- Apply active listening techniques
- Use appropriate verbal responses to help manage challenging conversations

ABOUT THE INSTRUCTOR

Justin Stanko, Esq., CIRMA's dedicated Law Enforcement Program Specialist, will present this training. Justin is a retired police lieutenant, P.O.S.T. certified De-escalation Instructor, and recognized subject matter expert. Attorney Stanko will provide participants with practical, real-world strategies for navigating challenging public interactions.

ABOUT THE TRAINING COURSE

Through role-playing exercises, employees will practice these skills in realistic situations they may encounter when working with constituents and members of the public. Strengthening these skills can help employees build trust, improve the quality of public interactions, reduce misunderstandings, and handle difficult conversations more effectively and safely.

Municipalities interested in this training should **contact their CIRMA Risk Management Consultant to schedule a de-escalation training session** for their employees by sending an email to CIRMARiskManagement@ccm-ct.org.