**Course Overview and Test Questions**

**Course Overview:**

Our ***Pressurized People: Recognizing & Implementing Force Mitigation Opportunities*** video is intended to present a realistic perspective for peace officers and other first responders concerning how to deal with people who, for various reasons are, at the moment, exhibiting charged, irrational and disruptive behavior.

Topics included in the presentation include but are not limited to:

* Tactful Deescalation
* Force Mitigation Opportunities (Averting the need to Use of Force)
* 360° Communication Skills & Understanding
* Recognizing & Dealing with people who have mental/emotional issues
* Avoiding counterproductive content/behavioral loops
* Professional Goal: Defining & Focusing

Deescalation is a goal, a desired end result, not a word or magic phrase. This is a recurring theme in the program. In it, we offer what is referred to as the ***Six Keys*** to understanding how to actually calm pressurized people in the moment.

The presentation then explains the need to recognize ***Force Mitigation Opportunities*** during emotionally charged moments. Utilizing the 360° communication skills and an understanding of human emotions discussed in the video, students will learn how to control, redirect and influence other people’s immediate behavior in an effort to avoid the need to use of force.

The video focuses on the need for first responders to control themselves and understand how human beings interact. They will be introduced to the ***Five Interaction Stages*** (Observe, Assess, Judge, Decide, Behave) that are a constant when people are engaged with one another. They will then learn the ***Four Truths of Human Interaction*** (Communication is a Constant, The Unconscious is in Charge, The Importance of Value, The Emotional Component).

Finally, the recorded seminar addresses the impact of stress on the brain, the importance of understanding how to read people in the moment, learning how to lower the temperature of an interaction and focusing on your professional goal and not getting stuck in a content/behavioral loop.

**Test Questions**

1. Deescalation is:

1. An order
2. A proven set of words/phrases
3. **A goal, a desired result**
4. A “say this”: or “don’t say” that principle

2. The process or result of making something less severe, dangerous, painful, harsh or damaging is the definition of:

1. **Mitigation**
2. 360° communication
3. Peelian Principle #7
4. Neologisms

3. Someone experiencing a mental/emotional episodic break will exhibit which of the following:

1. Disorganized speech
2. Disjointed train of thought
3. Indication of a desire for death
4. **All of the above**

4. Time, distance, cover and communication are examples of:

1. Neologisms
2. Peelian Principles
3. **Sound Practiced Tactics**
4. Predatory behavior

5. Which of the following is not one of the Five Interaction Stages:

1. Observe
2. Assess
3. **Attack**