



Situational Awareness & De-Escalation

Connecticut Academy of Family Physicians

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CEO & Founder

➤ Retired Sergeant and 25-year Veteran of Watertown PD

- Narcotics Division (Undercover) – Task Force Aligned With DEA, FBI, & Secret Service
- Investigations Leading To Hundreds Of Years Of Incarceration
- Promoted to Detective in 2010
- Made Sergeant in 2015



Founded In
2011



PREPARE TO ACT

- **Why Purpose & Loss Is Important To Your Safety**
- **Understanding & Building Gut Instinct**
- **Calling 911 – When To Call & What To Expect**
- **Understanding The Criminal Element**
- **The Power of De-Escalation**

P U R P O S E







LOS





Mans Search For Meaning

Viktor Frankl



Suicide Hotline



Just Call
988



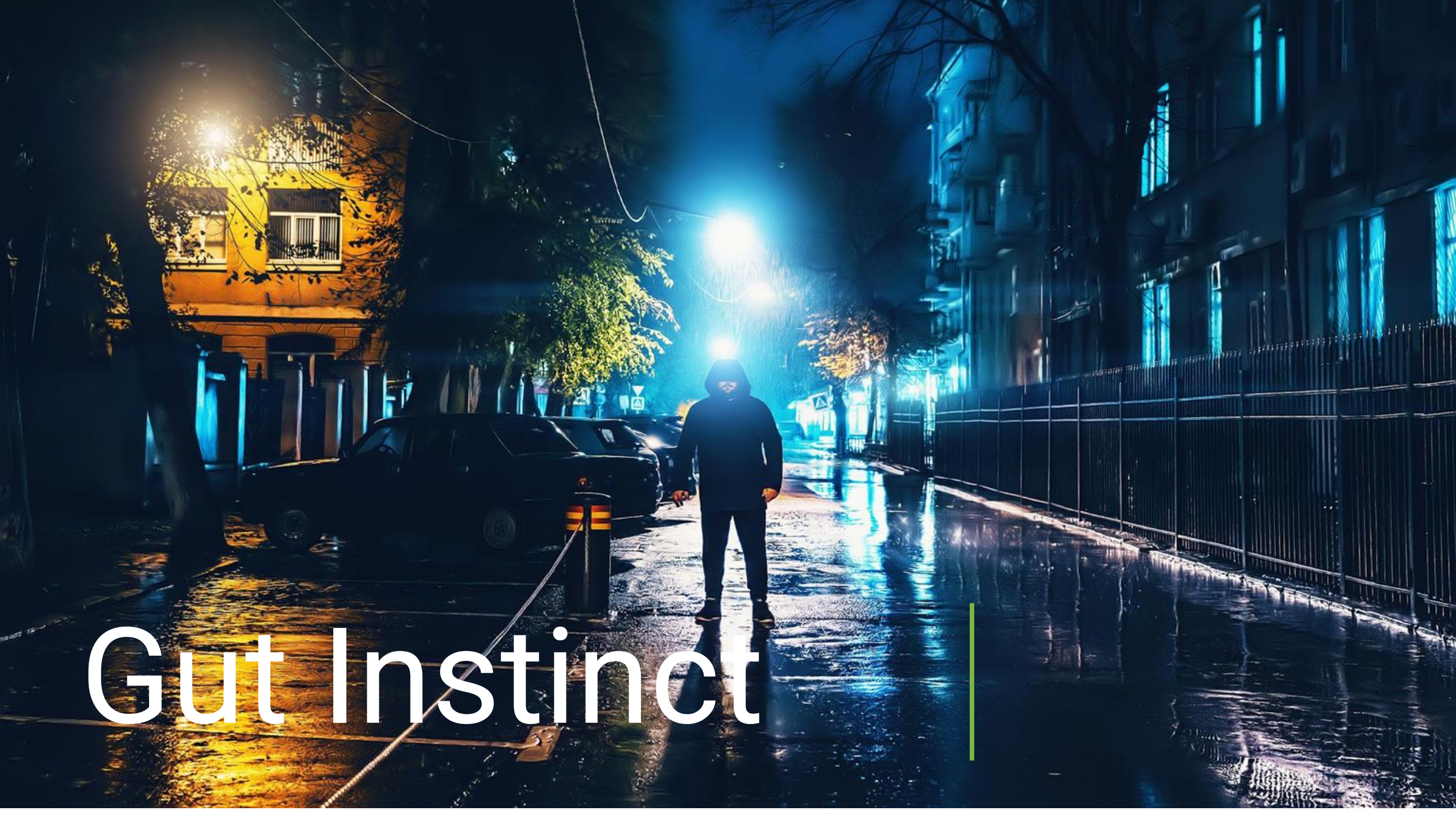
Greif Does Not
Change Us – It
Reveals Us.



Situational Awareness

- We All Have To Buy Into The Fact That Evil Exists In The World
- Understand Fear & Develop Our Gut Instincts
- Re-Train Our Brains To See, Process & React To What Is Around Us
- Staying Focused & In The Moment
- Build A Habit Of Active Self Protection





Gut Instinct



How Long
Should It
Take To Get
Help?



PREPARE TO ACT

Aurora Movie Theater • July 20, 2012



Police Arrived In 90 Seconds



1st 911 Call Came
In At **12:39 a.m**

Suspect Taken Into
Custody At **12:45 a.m**



Shooting Lasted 90 Seconds, 70 People Were Shot



When
Calling
911

Calling 9-1-1

- Call As Soon As It Is Safe For You To Do So
- Location and The Nature Of Emergency
- Let The Dispatcher Lead The Conversation
- Try To Stay As Calm As Possible


Calling 9-1-1

- Give Pertinent Information ASAP
- More Detailed Information Will Be Requested
- Be A Good Witness
- Prepare For Police Arrival



PREPARE TO ACT





Dealing With Difficult People



HOW EASY IS IT FOR
YOU TO CHANGE THE
WAY YOU THINK?

What's One Emotion That
When Used Will Likely Stop
99% Of All Verbal
Escalations?



“Everyone You Meet Is Fighting A Battle You Know Nothing About. Be Kind Always.”

- Robin Williams

WHAT DOES EMPATHY HELP US?



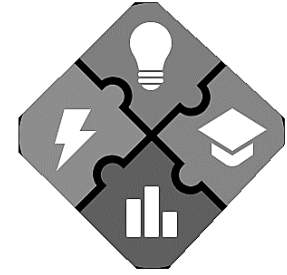
IT HELPS TO
ABSORB THE TENSION



IT BEGINS YOUR CONTROL



IT'S THE FIRST STEP TOWARD
SUCCESS



What Makes Difficult People Different Than You?

Their Current
Psychological
State

Their
Upbringing

Their
Beliefs

Their
Experiences



How They Feel Makes Them Different Than You.

Powerless

Misunderstood

Embarrassed


Disrespected

THE POWER OF COMMUNICATION

- WE SPEAK 150 WORDS PER MINUTE
- OUR MINDS CAN PROCESS 1000 WORDS PER MINUTE
- 45% OF COMMUNICATING IS IN OUR LISTENING SKILLS

You Become
Very
Dangerous
Once You
Learn To
Control Your
Feelings.



A photograph of two men in formal attire. The man on the left is wearing a blue suit and is bowing forward, smiling. The man on the right is wearing a black tuxedo and is standing upright, looking towards the first man. The background consists of large, curved, metallic-looking structures.

And Very
Weak When
You Lose
Your **Self**
Control.



PREPARE TO ACT





PREPARE TO ACT



Robin Williams

“You’re Only Given
Just One Little
Spark Of Madness,
You Mustn’t Lose
It.”



Any Questions?



BE WHO YOU
NEEDED
WHEN YOU WERE
YOUNGER.

