

# Western States Training Conference

Las Vegas, Nevada  
Law Enforcement  
and Fire Science Training Classes

November 26-November 30, 2018 & December 3-7, 2018

Course Name	Seminar ID #	Start	End	Fee
Forensic Pathology for Investigators	15679	Nov 26	Nov 27	\$350
Smartphone Forensics and Cellular Technology Certification +SMART	15677	Nov 26	Nov 30	\$695
Kinesic Interview Phase I & II	15678	Nov 26	Nov 30	\$550
Detective & New Criminal Investigator	15681	Nov 26	Nov 30	\$550
Internal Affairs Conference & Certification	15676	Nov 26	Nov 30	\$625
Investigation of Childhood Injury and Death	15680	Nov 28	Nov 29	\$350
School Violence, Safety & Security Conference	15682	Nov 28	Nov 30	\$375
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Death and Homicide Conference	15685	Dec 3	Dec 7	\$575
Use of Force	15686	Dec 3	Dec 7	\$575
Hostage/Crisis Negotiations Phase I & II	15683	Dec 3	Dec 7	\$575
New Fire and Arson Investigator Academy	15684	Dec 3	Dec 7	\$550
Court Security	15688	Dec 3	Dec 5	\$375
First Line Supervision: Leadership and Management Skills	15687	Dec 5	Dec 7	\$375

## ~ 2 WAYS TO REGISTER ~

Online: [www.patc.com](http://www.patc.com) - Follow the Eagle!

Phone: 1-800-365-0119 - Our representatives will gladly assist you

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**Public Agency Training Council**

5235 Decatur Blvd  
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Fax: 317-821-5096

Email: [questions@patc.com](mailto:questions@patc.com)

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September 6 & 7, 2018 • Mesa, Arizona

# Public Agency Training Council

Mark Waterfill, President



National Criminal Justice

Public Safety Continuing Education

Sponsored By:

## Mesa Police Department

Mesa, Arizona

This course has been determined to qualify for **AZ POST**  
continuing training credit.

# Training Seminar Verbal De-escalation & Crisis Communications

Instructor:

## Mark Lowther, Lieutenant

Lt. Mark Lowther (Ret.) is a US Marine Corps veteran. Lt. Lowther retired after 24 years of service with the Weber County Sheriff's Office in Ogden, Utah. His background is varied and diverse. He has served as a SWAT hostage negotiator for a major portion of his career. His background and experience comes from serving on two Metro SWAT teams. Lt. Lowther has experience on all levels of negotiations from tech to negotiation team leader. He has personally been involved in numerous threatened suicide and SWAT negotiation incidents. Lt. Lowther was also a primary negotiator during one of the first known hostage negotiations involving social media.

Lt. Lowther has extensive background and training in suicide intervention and mental illness. He has instructed law enforcement locally and nationally on law enforcement interaction with suicidal individuals and the mentally ill. Lt. Lowther has presented on crisis/hostage negotiations at conferences for the International Association of Hostage Negotiators, Florida Association of Hostage Negotiators, and the Midwest Association of Crisis Negotiators. He was named by the Utah Tactical Officers Association as the 2012 Crisis Negotiator of the year.

In addition to his duties on the SWAT hostage negotiation team, Lt. Lowther has worked in corrections, patrol, detectives, vice/gangs, motors, warrants, and court security. Lt. Lowther served as part of the Public Safety Law Enforcement Unit assigned to the 2002 Salt Lake Winter Olympics. He has also served on a federal task force as a sworn Special Deputy United States Marshal.

Mark has served as a public information officer, watch commander, patrol precinct commander, and court security services commander. Mark although retired from full time law enforcement, continues to serve as a part time deputy sheriff and maintains Utah Peace Officer status.

**September 6 & 7, 2018**

Mesa, Arizona

Register online at: [www.patc.com](http://www.patc.com)

# Verbal De-escalation & Crisis Communications

## Course Overview:

Today's scrutiny placed upon police officers and other first responders have resulted in a growing need to master verbal conflict and crisis communication skills. When verbal encounters become adversarial and escalate, they can often lead to controversial use of force issues. When many of these incidents are reviewed the officer is often scrutinized for their lack of de-escalation techniques. Verbal de-escalation has become an essential training issue in law enforcement and was included in The National Consensus Policy on Use of Force (January 2017). The policy is the result of collaboration between 11 agencies, including the International Association of Chiefs of Police (IACP) and the Fraternal Order of Police (FOP). Although no training can ever reasonably be expected to stop all incidents in escalating to use of force, many citizens and communities have begun to expect officers receive training and when possible apply verbal de-escalation strategies.

## Course Objectives:

This course is designed to help individuals working in law enforcement, corrections as well as EMT's Fire Fighters, and others understand and deal with individuals who are agitated or in crisis.

Attendees will learn that communicating verbally during a potential force encounter may aid in stabilizing the situation. Verbal de-escalation may reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation.

Attendees will learn many of the same skills Crisis/Hostage negotiators use to de-escalate, build rapport, and move the subject agitation/crisis towards the rational communications that benefits everyone involved.

Attendees will also learn how to become more effective listeners which in turn will make individuals better officers, report takers, and overall better communicators. This can aid in the reduction of officer complaints and possibly in some instances even use of force issues.

At the conclusion of this course, the participant should be able to do the following:

- Understand what happens physiologically when subjects are agitated or in crisis.
- Techniques that are effective in getting the subject to think and act rationally
- Know how to develop and maintain rapport.
- Employ active listening skills to deescalate the subject and work towards gaining compliance.
- How to persuade individuals to cooperate without the use of force.
- Move beyond basic verbal commands to actual problem solving dialog with persons in extreme crisis
- Understand the steps needed to effect behavioral change.
- Understand and recognize body language and facial expressions
- Understand the benefits of listening and letting the subject "Tell their story"
- Understand the potential benefits of slowing things down and using time to de-escalate

# Seminar Agenda Verbal De-escalation & Crisis Communications

September 6 & 7, 2018 • Mesa, Arizona

## Thursday, September 6, 2018

- |                        |  |
|------------------------|--|
| 8:00 a.m. - 8:30 a.m.  | <b>Registration</b>  |
| 8:30 a.m. – 12:00 p.m. | Introductions, People in crisis, Understanding the physiological effects of stress and emotions on subjects, the benefits of giving the subject the opportunity to "Tell their story". |
| 12:00 p.m. – 1:00 p.m. | <b>Lunch (On Your Own)</b>   |
| 1:00 p.m. – 5:00 p.m.  | Contempt of Cop syndrome", Developing & Maintaining Rapport, Developing Active Listening Skills', precipitating events.  |

Cut Along Dotted Line

## Friday, September 7, 2018

- |                        |   |
|------------------------|---|
| 8:00 a.m. – 12:00 p.m. | Understanding facial and body language. Moving beyond basic police commands with a subject in crisis to dialogue and problem solving. |
| 12:00 p.m. – 1:00 p.m. | <b>Lunch (On Your Own)</b>  |
| 1:00 p.m. – 5:00 p.m.  | Role plays, putting it all together, Steps to behavioral change, Subjects need to "save face".  |
| 5:00 p.m.              | <b>Certificate Presentation</b>   |

## 3 Ways to Register for a Seminar!

1. **Register Online** at [www.patc.com](http://www.patc.com) — Yellow link in upper left corner
2. **Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
3. **Mail Form** to

Public Agency Training Council  
5235 Decatur Blvd  
Indianapolis, Indiana 46241

**\*NEW**

**Federal ID# 47-4078912**

**\*NEW**

**\*\*\* Pre-payment is not required to register \*\*\***

Upon receiving your registration we will send an invoice to the department or agency.

Checks, Claim Forms, Purchase Orders should be made payable to:

**Public Agency Training Council**

If you have any questions please call  
**317-821-5085 (Indianapolis)**  
**800-365-0119 (Outside Indianapolis)**



**Seminar Title: Verbal De-escalation & Crisis Communications**

**Instructor: Mark Lowther**

**Seminar Location: Mesa Police & Fire Training Academy**  
3260 North 40th Street  
Mesa, Arizona 85215

**When:** September 6 & 7, 2018

**Registration Time:** 8:00 A.M. (September 6, 2018)

**Hotel Reservations: Hyatt Place**  
1422 West Bass Pro Drive  
Mesa, Arizona 85201  
1-480-969-8200  
\$99.00 Single or Double (plus tax)

**Registration Fee:** \$295.00 Includes Verbal De-escalation & Crisis Communications Course Material, Coffee Breaks, and Certificate of Completion.

**Seminar ID #15199**

**Note:** To receive discount room rates, identify yourself with **PATC**

**Names of Attendees** 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Agency** \_\_\_\_\_

**Invoice To Attn:** \_\_\_\_\_  
(Must Be Completed)

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_ **Zip** \_\_\_\_\_

**Email** \_\_\_\_\_

**Phone** \_\_\_\_\_

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