



## 2019 Texas Classes

Seminar	ID #	Start	End	Location
Hostage Phase I & II	16077	Jan 7	Jan 11	Grand Prairie
Property & Evidence Room Detective and New Criminal Investigator	15949	Jan 8	Jan 9	New Braunfels
Supervising Toxic Officer	15950	Jan 14	Jan 18	New Braunfels
Supervisor Liability	15984	Jan 15	Jan 17	Galveston
Managing the FTO Unit	16028	Jan 28	Jan 29	Georgetown
Dark Web Investigations	15861	Jan 29	Jan 31	Allen
Solving Homicides	15900	Jan 30	Jan 31	New Braunfels
Courtroom Security	15951	Feb 5	Feb 7	New Braunfels
Mastering Leadership Skills Detective and New Criminal Investigator	15952	Feb 12	Feb 13	New Braunfels
Resiliency, Peer Support and Suicide Prevention	15953	Feb 25	Feb 27	New Braunfels
Managing the Drug Unit	16030	Feb 25	Mar 1	Pharr
Hostage Phase III	15954	Mar 5	Mar 6	New Braunfels
Supervising Toxic Officer	16029	Mar 18	Mar 20	Georgetown
FTO Certification	16078	Mar 18	Mar 22	Grand Prairie
Child Death Investigation	15955	Mar 19	Mar 21	New Braunfels
Calming The Fire	15956	Mar 25	Mar 29	New Braunfels
How to Be An Effective FTO	15957	Apr 15	Apr 16	New Braunfels
PREA Investigator Training	15958	Apr 25	Apr 26	New Braunfels
<b>PATC Training Conference in Corpus Christi—May 14-15, 2019</b>				
Property & Evidence Room	16092	May 6	May 10	Baytown
Dark Web Investigations	15960	May 13	May 14	New Braunfels
Advanced Internal Affairs	16135	May 14	May 15	Corpus Christi
Stress Mgt. for Law Enforcement	16136	May 14	May 15	Corpus Christi
Active Shooter	16137	May 14	May 15	Corpus Christi
Proactive Leadership Skills	16138	May 14	May 15	Corpus Christi
5 Day, Death & Homicide	15959	May 20	May 22	New Braunfels
Mastering Leadership Skills	15961	June 3	June 7	New Braunfels
School Violence	16026	June 10	June 12	Georgetown
	15962	June 17	June 19	New Braunfels

### ~2 WAYS TO REGISTER ~

Online: [www.patc.com](http://www.patc.com) Phone: 1-800-365-0119

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Public Agency Training Council

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Fax: 317-821-5096  
Email: [questions@patc.com](mailto:questions@patc.com)

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[www.patc.com](http://www.patc.com)

April 25 & 26, 2019 • New Braunfels, Texas

# Public Agency Training Council

Mark Waterfill, President



National Criminal Justice  
Public Safety Continuing Education

Sponsored By:

## Comal County Sheriff's Office

New Braunfels, Texas

TCOLE CREDIT WILL BE GIVEN TO EACH ATTENDEE

Training Seminar

# Calming The Fire: Principles for De-escalation and Understanding People

Instructor:  
**Darryl Rivers**

Darryl L. Rivers is a U.S. Military Veteran and a retired Law Enforcement professional. He has experience as an Officer with the Detroit Police Department, an ATF task force agent, a Detective with the Arizona Department of Corrections, A Lead Special Agent with the Arizona Office of the Attorney General, and a Sergeant with the Goodyear Police Department. He also has served as a civilian Public Education Specialist and trainer with Arizona government agencies. Darryl is a state certified General Instructor, Defensive Tactics, and Physical Fitness Instructor. One of his favorite assignments was serving as a Crisis/Hostage Negotiator assigned to the Special Assignment Unit, Crisis Negotiations Team. Darryl started his own training business called "The L.E.A.D. Company" shortly after his retirement. From that platform Darryl has established himself as a national leadership speaker and trainer, a published author, Certified Professional Behavioral Analyst, Emotional Intelligence analyst/trainer, NLP/body language trainer and a John Maxwell Certified Team Member. He has a unique, humorous, yet intellectual delivery to his trainings that makes him a sought after corporate and government trainer across the nation.

**April 25 & 26, 2019**

New Braunfels, Texas

Register On-Line At: [www.patc.com](http://www.patc.com)

# Calming The Fire: Principles for De-escalation and Understanding People

## Course Overview:

*Calming the Fire: Fundamental Principles of De-escalation and Understanding* curriculum is designed to identify several basic behavioral types and what manner of communication works best with each one. By studying these qualities we can identify not only what works with those we encounter, but also how we best work with them and what areas we may need to work on to make us better communicators and de-escalators to potentially volatile situations. Each Officer is the starting point to a successful de-escalation. Know where your starting line is!

## At the Conclusion of this Training, Participants will be able to:

- Identify the basic behavior styles expressed in all people and how to apply understanding to them.
- Identify positive and negative body language and learn to apply them to accomplish successful de-escalation practices.
- Explore how to look beyond the problematic action of others to identify the real issue.
- De-Escalate the Person, Not the Problem.

## Seminar Agenda Calming The Fire: Principles for De-escalation and Understanding People April 25 & 26, 2019 • New Braunfels, Texas

Thursday, April 25, 2019

8:00 a.m.—8:30 a.m.	<b>Registration</b>
8:30 a.m.—9:00 a.m.	Introductions
9:00 a.m.—12:00 p.m.	Know You First! – <i>Each participant will explore their own behavioral qualities and conduct a self-inventory on how they communicate.</i>
12:00 p.m.—1:00 p.m.	<b>Lunch (On Your Own)</b>
1:00 p.m.—3:00 p.m.	Know Others Second – <i>Participants will learn to identify the basic behavior styles expressed in all people and how to apply understanding to them.</i>
3:00 p.m.—4:00 p.m.	Open Discussion Q&A

Friday, April 26, 2019

8:00 a.m.—9:00 a.m.	Review and Practical Application
9:00 a.m.—11:00 a.m.	Body language cues – <i>Participants will go over positive and negative body language and learn to apply them to accomplish successful de-escalation practices.</i>
11:00 a.m.—12:00 p.m.	<b>Lunch (On Your Own)</b>
12:00 p.m.—2:00 p.m.	Know the Real Problem – <i>Participants will explore how to look beyond the problematic actions of others to identify the real issue.</i>
2:00 p.m.—4:00 p.m.	De-Escalate the Person, Not the Problem— <i>Participants will see how the problem is an expression of the person's current worldview. Speaking to the person behind the problem extinguishes the problem.</i>
4:00 p.m.	<b>Certificate Presentation</b>

Cut Along Dotted Line

## 3 Ways to Register for a Seminar!

1. **Register Online** at [www.patc.com](http://www.patc.com) — Yellow link 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:** Calming The Fire: Principles for De-escalation and Understanding People

**Instructor:** Darryl Rivers

**Seminar Location:** Comal County Sheriff's Office  
3005 West San Antonio Street  
New Braunfels, Texas 78130

**When:** April 25 & 26, 2019

**Registration Time:** 8:00 A.M. (April 25, 2019)

**Hotel Reservations:** Fairfield Inn & Suites  
1465 IH-35 N  
New Braunfels, Texas 78130  
1-830-626-3133  
\$93.00 S/D (plus tax)

**Seminar ID  
#15958**

**Note:**  
To receive discount room rates, identify yourself with **Public Agency Training Council**

**Courtyard**  
750 IH-35 N  
New Braunfels, Texas 78130  
1-830-626-4700  
\$119.00 S/D (plus tax)  
\$139.00 Peak Summer Season

**Registration Fee:** \$325.00 Includes Calming The Fire: Principles for De-escalation and Understanding People Course Material, Coffee Breaks, and Certificate of Completion.

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

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

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

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

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

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

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

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

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

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

**Fax** \_\_\_\_\_