

Course Summary:	This course is designed to provide staff working in correctional, detention, or juvenile facilities with the skills and abilities to recognize and respond appropriately to crisis situations. These crisis situations will cover incidents involving assaults on staff by inmates, clients, or wards, as well as incidents involving crisis or critical events putting staff, clients, and facilities at risk. Emphasis will be on individual staff members preparing themselves to act appropriately in crisis situations. Course subjects will include what threats are, what staff can do to prevent them, how to deal with difficult people, communication skills for gaining voluntary compliance, management of crisis situations, and a review of case studies from a variety of facilities.
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Performance Objectives:
<ul style="list-style-type: none"> A) Define a crisis situation. B) List appropriate responses to a crisis situation. C) Define what elements makeup a crisis situation. D) Explain how to prepare themselves to act appropriately in a crisis situation. E) Recognize what threats are present. F) List what staff can do to prevent a crisis situation. G) Explain how to deal with difficult people. H) Demonstrate communication skills for gaining voluntary compliance. I) Explain how to manage a crisis situation. J) List reviews of case studies.

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction and overview of course. Recognizing a crisis situation. Appropriate responses to a crisis situation.	Lecture Group Discussion Audio/Video Clip
1	1000	1200	Elements of a crisis situation. Preparing yourself to act appropriately. Recognizing threats.	Lecture Group Discussion Group Exercise
1	1200	1300	Lunch	
1	1300	1500	What staff can do to prevent a crisis situation. Dealing with difficult people. Communication skills to gain voluntary compliance.	Lecture Group Discussion Audio/Video Clip
1	1500	1700	Management of a crisis situation. Review of case studies. Summary, feedback, and evaluation.	Lecture Group Discussion