



# WICKLANDER-ZULAWSKI

## The Training That Gets the Truth

### **COURSE TITLE**

Wicklander-Zulawski Seminar on Conflict Resolution and De-escalation

### **COURSE LENGTH**

Two (2) Days – 8:00AM to 5:00PM  
14 Hours CPE | CEU

### **PREREQUISITES**

None

### **TYPE OF DELIVERY**

Instructor-led classroom lecture supported by participant workbooks, handouts, videos, case examples and practice scenarios.

All Wicklander-Zulawski (WZ) instructors are Certified Forensic Interviewers (CFI®) who teach the same up-to-date skills and methods they themselves have used during their own investigations. To qualify for this distinction, a person must pass a standardized examination, which covers a series of topics regarding the interviewing and interrogation process. The CFI demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, non-confrontational interviewing, documentation, and presentation of findings. The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards.

### **TARGET AUDIENCE/DISCIPLINE**

This program of instruction is designed to provide public safety professionals with the academic basis and practical techniques designed to promote understanding of the issues pertinent to interpersonal communications, the nature of conflict, practical solutions, and optimized training. Upon completion of this program, the successful participant will be prepared to apply the learning in daily operations and assist in the development of legally defensible and policy compliant strategies and training on the topics under instruction.

### **COURSE DESCRIPTION**

The course is designed to improve the safe and successful operation of public-facing organizations and business concerns. These programs focus on providing the participants with the knowledge, skills and abilities to formulate plans and take effective measures to minimize conflicts and resolve disputes before they escalate.

The programs explore the nature of these incidents and offer guidance on recognizing signs of emerging conflict, and provide ways to prepare the workforce to peacefully and successfully arrive at solutions agreeable to all concerned



As recent events have demonstrated, no location or organization is immune from widely publicized conflicts that quickly and unexpectedly escalate. This program of instruction examines recent incidents and illuminates the lessons that can be learned from them. These programs are not lessons in tactics or hard skills used to fend-off physical attacks. Rather, they are designed to provide a few simple techniques and a system of experiential learning intended to improve the learners' abilities to prepare for and peacefully resolve such incidents.

### **COURSE OBJECTIVE (Terminal Performance Objective)**

Given the goal of safely and efficiently operating in a public-facing business or government environment, participants will demonstrate the ability to apply sound conflict resolution and de-escalation strategies to drive better outcomes for their organization.

### **TRAINING OBJECTIVES (Enabling Performance Objectives)**

After completing this course of instruction, the participant will be able to:

- Evaluate an incident in the context of its antecedents; evaluate the activities of the players in a conflict leading up to the event and gain insights to precise areas where training gaps exist with prevention strategies in mind.
- Identify key factors in the arc of events that contributed to an unwanted outcome; develop training designed to prevent the lower-level miscues that precipitate escalation.
- Describe the causes of anger and apply the principles of Transactional Analysis in assessing interpersonal communications.
- Describe the importance of emotional intelligence and self-awareness to effective communication.
- Demonstrate the most effective methods of de-escalation, polite interpersonal communication and fundamental fairness.
- Describe the various modes of persons in crisis; recommend strategies for effective engagement.
- Develop clear and concise policy, educational and cultural goals for driving change to better outcomes.

### **SEMINAR TOPICS**

**Introduction & Overview of Learning Objectives** • The course methodology and participant expectations are explained. The training and performance objectives are reviewed in detail.

**Training with Purpose & The Arc of Critical Events** • Often, when a critical incident is under review, attempts to identify training gaps focus entirely upon the performance of the participants at the time of the event. In reality, it is vital to evaluate the incident in the context of its antecedents. Evaluating the activities of the players in a conflict leading up to the event will provide insights to precise areas where training gaps exist with prevention strategies in mind. This element of instruction provides analysis of a number of critical incidents. This provides the participants the opportunity to identify key factors in the arc of events that contributed to the unwanted outcome. Once identified, participants will have the opportunity to suggest training designed to prevent the lower-level miscues that precipitate escalation.



**Seeking Better Outcomes** • Using nominal group technique, the instructor will lead a discussion to arrive at a consensus about “ideal outcomes.” Elements of this discussion include maintaining a safe and respectful workplace, achieving law enforcement objectives without violence, maintaining continuity of operations and legal defensibility. By identifying ideal outcomes, training goals crystalize, and highly targeted training strategies can be crafted.

**Anatomy of Anger & Causes of Catastrophe** • Behavior of those dealing with disappointment, frustration, confusion, and fear can often escalate into anger. Participants will review common sources of anger and discuss easy methods to avoid escalation. It is inescapable to acknowledge that language can contribute to both peaceful resolution of a problem or an escalation into conflict. Understanding the importance and power of polite language is critical to the application of sound conflict resolving behavior.

**Emotional Intelligence** • Emotional intelligence is the ability to manage the impact of emotions on our relationships with others. In this element, participants will complete an emotional intelligence self-assessment. The class will discuss the key elements of emotional intelligence and review the advantages of applying them to their work and the consequences of a failure to do so.

**Fundamentals of Conflict Resolution** • Developed by experts in the field, there are a number of simple steps that one can take when faced with emerging conflict. In this element, participants will learn the ten basic steps required to minimize conflict and avoid escalation.

**Polite and Powerful Communication** • Powerful interpersonal communication does not result from the exertion of dominance. Rather, it arises from treating others with fairness, dignity, and respect. When conflict arises, a few simple tools, applied effectively, can resolve problems without resorting to open dispute.

**Understanding People in Crisis** • Public safety agencies must contend with growing challenges posed from homeless, mentally ill, highly intoxicated (drugs/alcohol) and developmentally disabled patrons. This element of instruction presents examples of these individuals and discusses tactics for addressing these challenges in a policy compliant and legally defensible fashion.

**Making it Work** • Creating policy, educational program, and cultural change opportunities can drive interactions to better outcomes. Planning, training and practicing the principles described in this program are vital to successful implementation.

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## SEMINAR SCHEDULE

### DAY ONE

8:00AM	Introduction, Overview of Learning Objectives
9:00AM	Training with Purpose & The Arc of Critical Events Class Exercise   Targeted Training
10:00AM	Seeking Better Outcomes Class Exercise   Ideal Outcomes Exercise
11:00AM	Anatomy of Anger & Causes of Catastrophe
12:00PM	Lunch
1:00PM	Anatomy of Anger & Causes of Catastrophe (cont.) Class Exercise   Video Analysis Exercise
2:00PM	Emotional Intelligence Class Exercise   Video Exercises
3:00PM	Class Exercise   Emotional intelligence Self-Assessment
4:00PM	Review of Day's Learning   Q&A
5:00PM	End of Day

### DAY TWO

8:00AM	Review of Previous Day's Learning
8:30AM	Fundamentals of Conflict Resolution Class Exercise   Video Analysis Exercise
10:00AM	Polite and Powerful Communication Class Exercise   De-escalation Practice
12:00PM	Lunch
1:00PM	Understanding People in Crisis Class Exercise   Video Exercises
3:00PM	Making it Work
4:00PM	Review of Learning Objectives   Q&A Knowledge Challenge
5:00PM	Awarding of Certificates and End of Day