









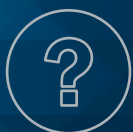
This course, **Conflict De-escalation for Schools K-12 WBT707**, has been developed by the Ohio School Safety Center (OSSC) in partnership with the Ohio School Resource Officers Association (OSROA) to provide fundamental skills and techniques for controlling, defusing, and resolving a wide range of conflicts or crisis situations in K-12 schools encountered by School Resource Officers (SROs).

This course offers practical intervention strategies to resolve conflicts appropriately and provides critical leadership tools to build credibility and positive relationships when engaging with youth, school staff and the community.

Event Details

-  On Demand
-  Web-Based
-  No Cost to Attend
-  Register: <https://learning.dps.ohio.gov/PSTC/>
-  <https://ohioschoolsafetycenter.ohio.gov/pre-k-12-schools/training>
-  Contact Us: OhioSchoolSafetyCenter@dps.ohio.gov

Topics Covered	Who Should Attend	Location
<p>Communicating with Youth in Crisis</p> <ul style="list-style-type: none"> • Behavioral intensity during a crisis • 6 points in philosophy of crisis negotiation • 4 Tell-Tale signs during a crisis • Communication suggestions • 11 phrases not to say <p>Needs and Perception of Youth</p> <ul style="list-style-type: none"> • The “Why” of youth behavior • Recognize the “NEEDS”: Maslow • Verbal vs. Non-Verbal • Kinesics by reading body language & deception clues <p>Behavioral Change</p> <ul style="list-style-type: none"> • Behavioral change stairway • Active listening skills • Phrases that establish empathy • Five steps to persuasion • Negotiation strategy and tactics • Two types of youth behavior 	<p>Stakeholder groups that could benefit from this course:</p> <ul style="list-style-type: none"> » First Responder: » School Resource Officers, Law Enforcement, Fire personnel, EMS, Emergency Management, 911 Dispatchers » School: » Administrators, School IT, School Public Relations, School Behavioral Health professionals, School Security personnel, Teachers, Special Needs Administrators, School Transportation Administrators, After School staff » Community groups: » Juvenile Justice groups, Juvenile Detention Center professionals, Local Mental Health support groups (e.g., ADAMHs board), Public Health 	<p>ODPS Training Campus https://learning.dps.ohio.gov/PSTC/</p> <p>For New User Accounts: Please register new accounts under “OSSC” as the affiliation</p> <p>Safer Ohio School Tip Line Call or Text: 844-723-3764</p>



Questions?

Contact OSSC Email: OhioSchoolSafetyCenter@dps.ohio.gov
Phone: (614) 644-2641