

For more officer safety and wellness resources, visit bj.a.ojp.gov.

REMEMBER YOUR **C.A.L.M.**

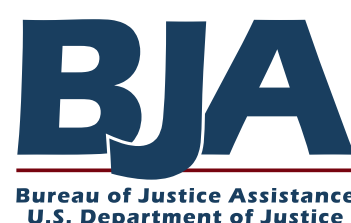
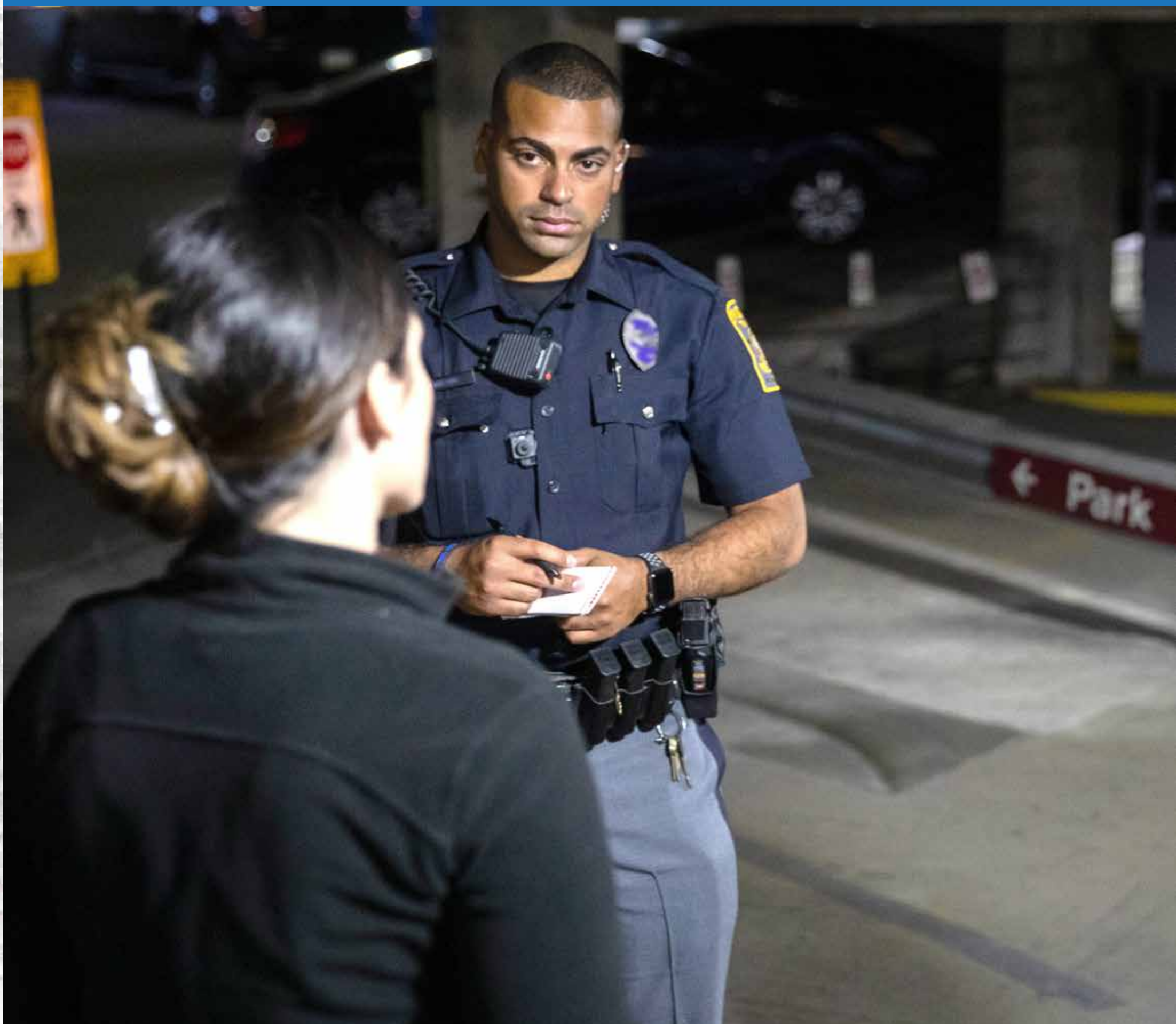
USE ACTIVE LISTENING



5 STEPS FROM CRISIS TO CALM

NUMBER FOUR:

Give feedback as you listen. Use small encouragements to show you're listening, don't interrupt, and restate the issues while pausing between statements to ensure understanding.



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