

# 5 STEPS FROM CRISIS TO C.A.L.M.

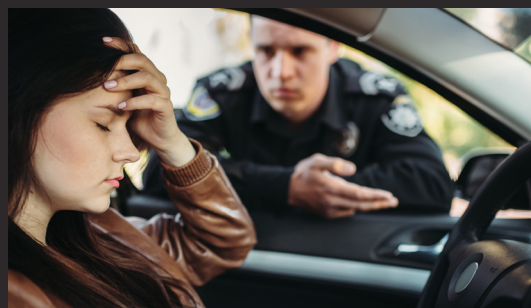
Certain words, actions, and techniques can be tools to defuse a heightened emotional state and facilitate calm, increasing the opportunity for an effective resolution.

The five steps to get from crisis to calm are:

- PERFORM A THREAT ASSESSMENT
- MAINTAIN A TACTICAL ADVANTAGE
- CONTROL EMOTIONS
- USE ACTIVE LISTENING
- PROVIDE ALTERNATIVES FOR A PEACEFUL RESOLUTION



For more officer safety and wellness resources, visit [bja.ojp.gov](http://bja.ojp.gov).

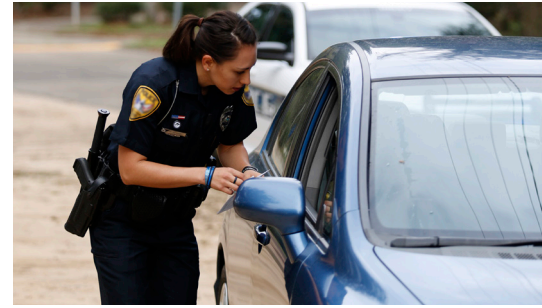
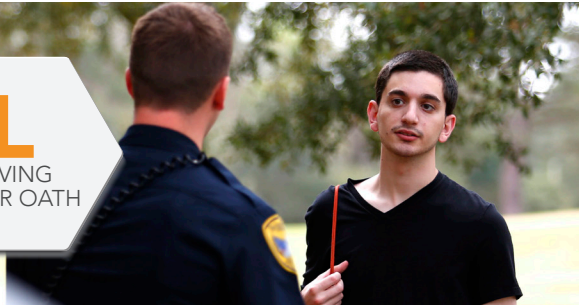


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REMEMBER YOUR **C.A.L.M.**

# PERFORM A THREAT ASSESSMENT



**5 STEPS**  
FROM **CRISIS**  
TO **CALM**



**NUMBER ONE:**

CONDUCTING A THREAT ASSESSMENT IS using active awareness to evaluate your situation in order to identify any possible threat or safety issues.

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# MAINTAIN A TACTICAL ADVANTAGE



## 5 STEPS FROM CRISIS TO CALM



### NUMBER TWO:

Move to gain and maintain a TACTICAL ADVANTAGE.

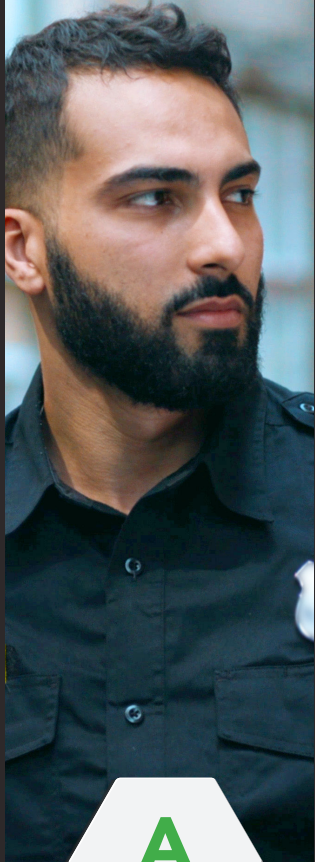
Remain alert and aware; information hunt to gather more facts; and use time, distance, and cover to help assess the situation.



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# REMEMBER YOUR **C.A.L.M.** **CONTROL** **EMOTIONS**

## 5 STEPS FROM CRISIS TO CALM

### NUMBER THREE:

Avoid being provoked into an emotional response.

Every movement, every action, and every word either contributes to combative energy or a calm interaction.

Be aware of your words, facial expressions, and body language.



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## 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.



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

# USE ACTIVE LISTENING



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

# PROVIDE ALTERNATIVES FOR A PEACEFUL RESOLUTION

## 5 STEPS FROM CRISIS TO CALM

### NUMBER FIVE:

Seeking a peaceful resolution may not always be an option. However, it should always be the goal.

Project a CALM demeanor and use time to your advantage.



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# LIFE



# LIFE- SAVER

# GET TRAINED. GET EQUIPPED.

[www.valorforblue.org](http://www.valorforblue.org)

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# EVERY CONTACT COUNTS

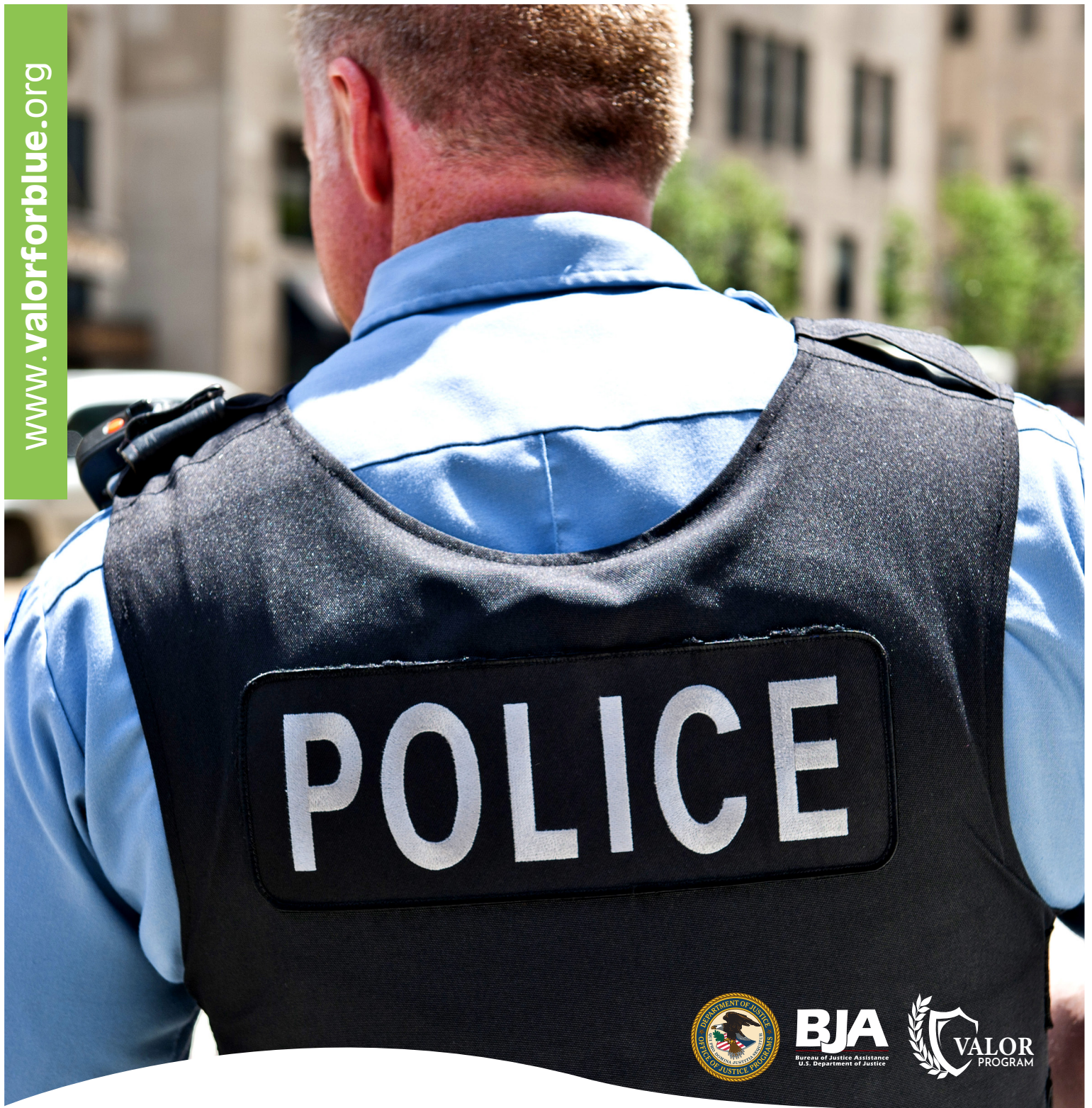


**YOUR  
 SAFETY  
 MATTERS**



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**It's hot. It's bulky. It's uncomfortable.  
But you know what?  
Your family expects you to come home safe.  
**WEAR YOUR VEST.****