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

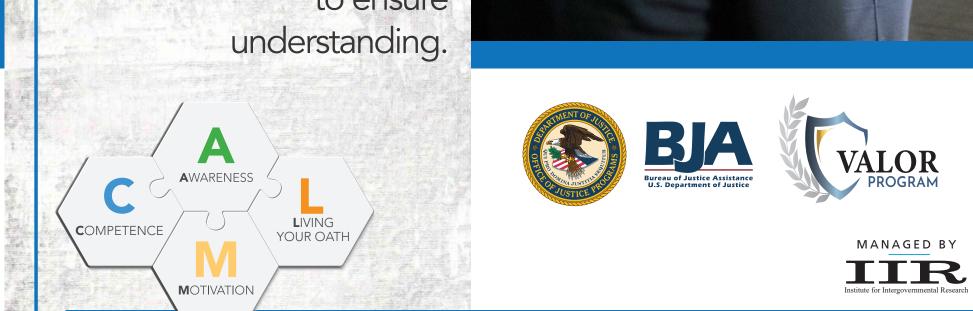
REMEMBER YOUR C.A.L.M. USE ACTIVE LISTENING

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

NUMBER FOUR:

C

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



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