

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.

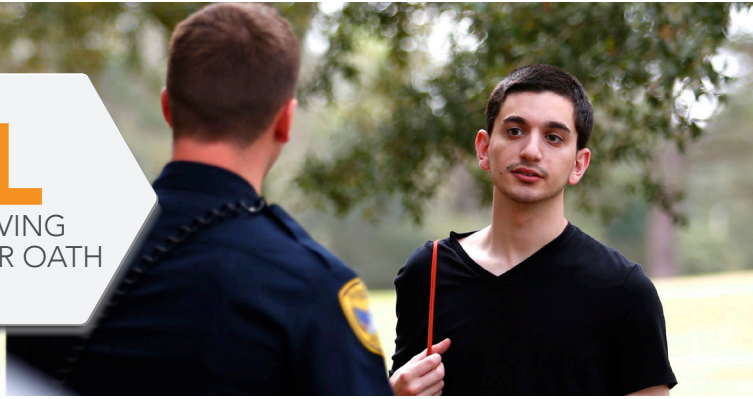


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Bureau of Justice Assistance
U.S. Department of Justice



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

MAINTAIN A TACTICAL ADVANTAGE



5 STEPS FROM CRISIS TO CALM



NUMBER TWO:



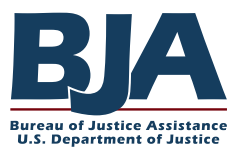
Move to gain and maintain a **TACTICAL ADVANTAGE**.



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.

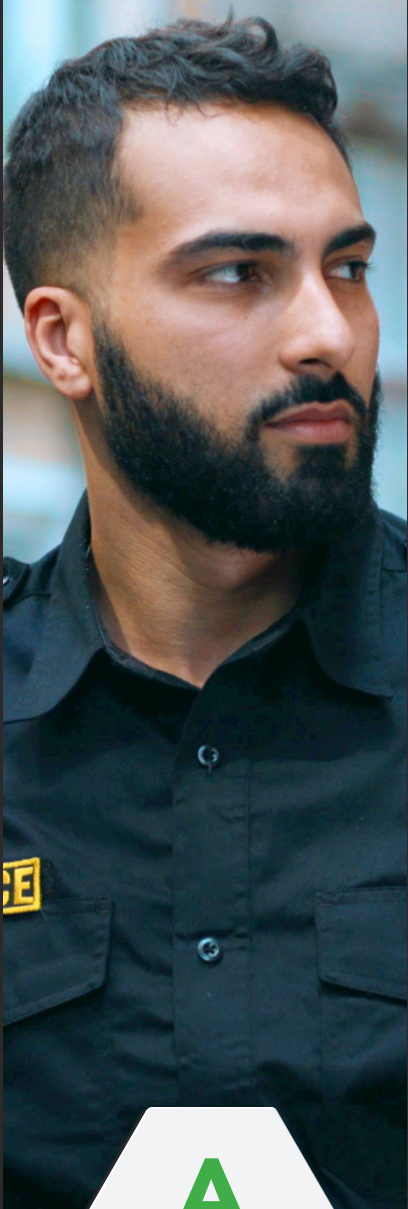


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5 STEPS FROM CRISIS TO CALM

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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EVERY CONTACT COUNTS



**YOUR
SAFETY
MATTERS**



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LIFE

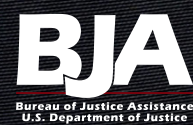
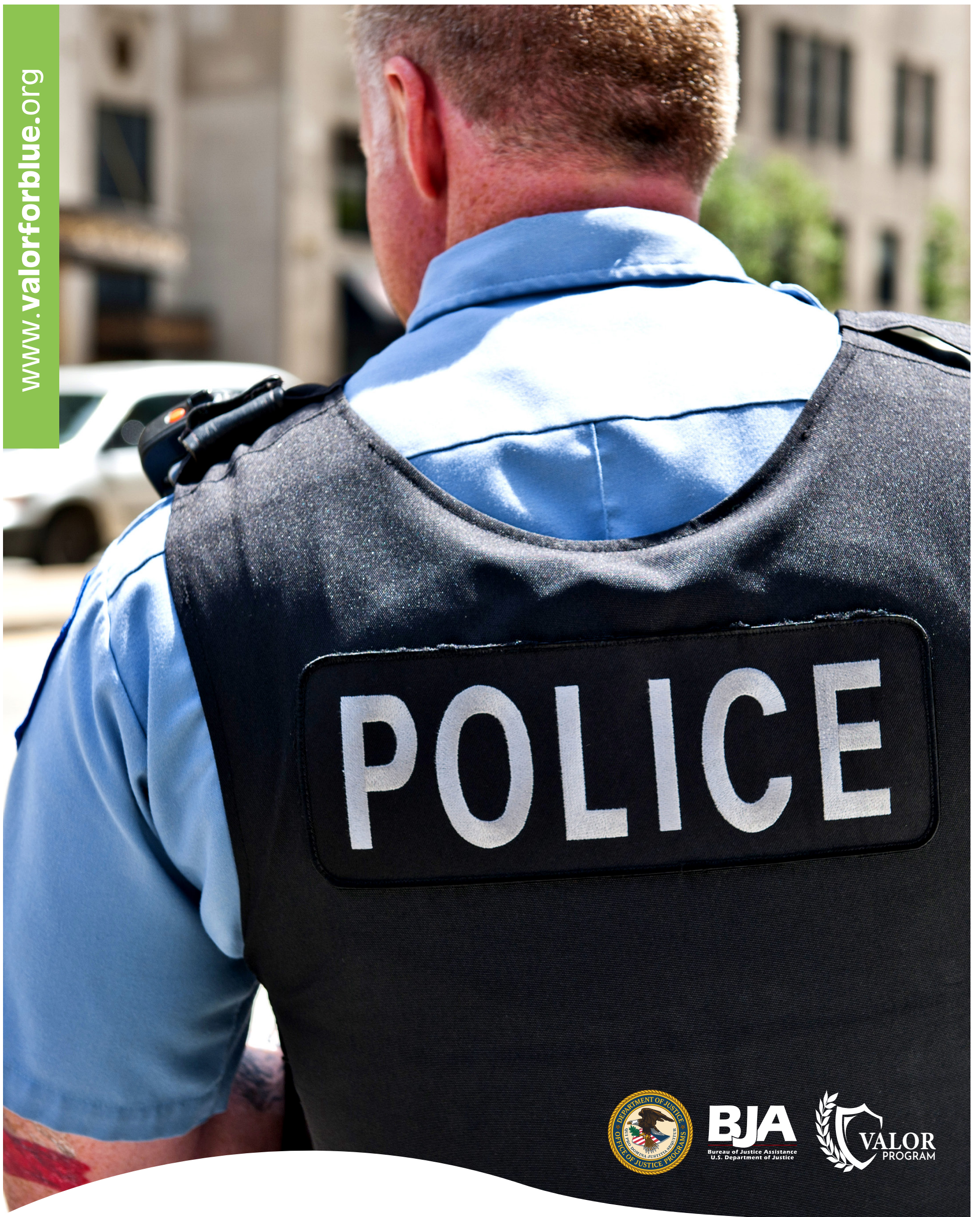


LIFE- SAVER

GET TRAINED. GET EQUIPPED.

www.valorforblue.org

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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.**