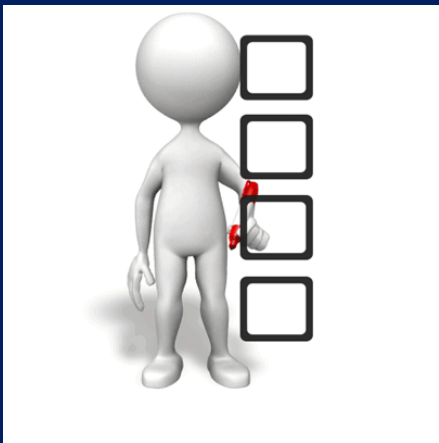




# Module 2: Communication and De-Escalation Scenarios



# Module 2 Objectives



Identify and  
Explain

- Several types of verbal and non-verbal communication.

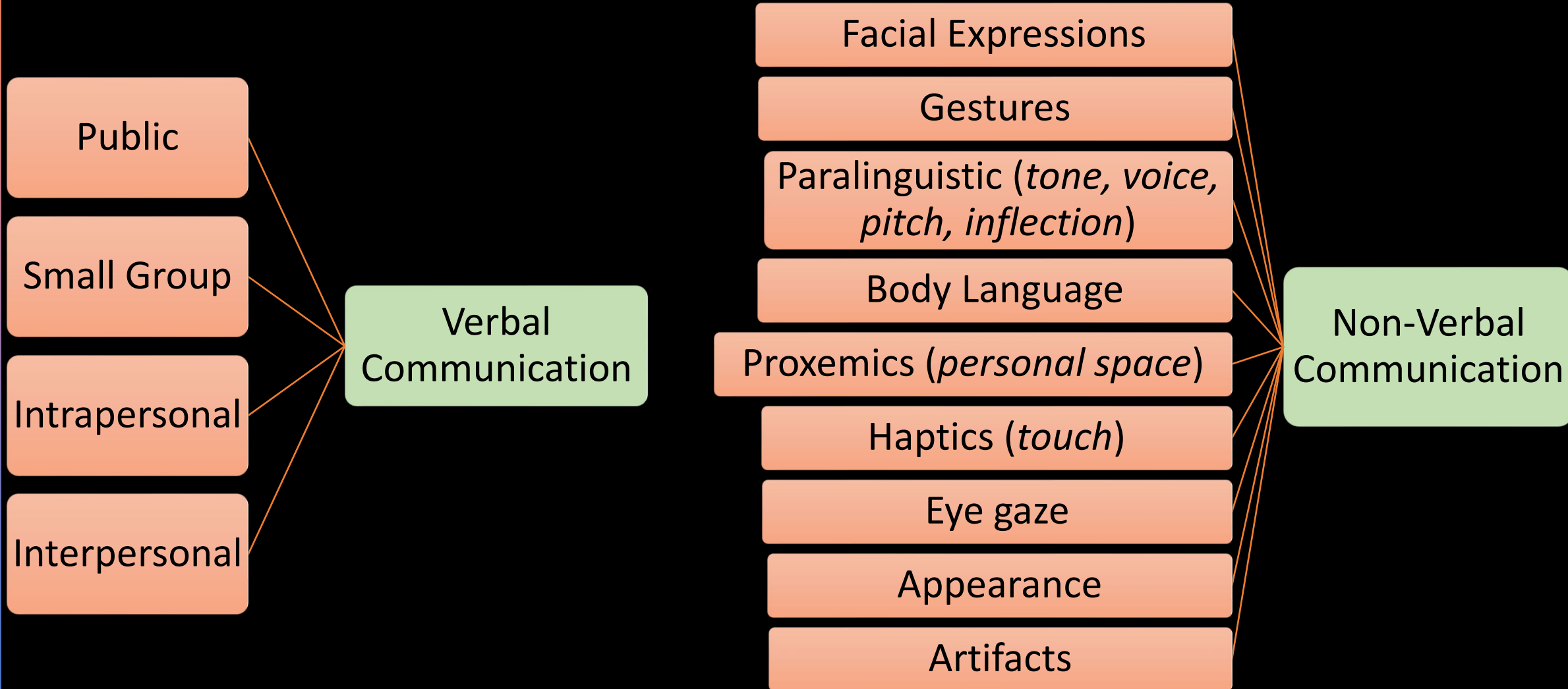
Identify and  
Explain

- how to apply active listening and reflective thinking strategies when interacting with the public.

Apply

- various forms of effective communication to resolve TI machine and VR scenarios.

# Verbal and Non-Verbal Communication



# Active Listening

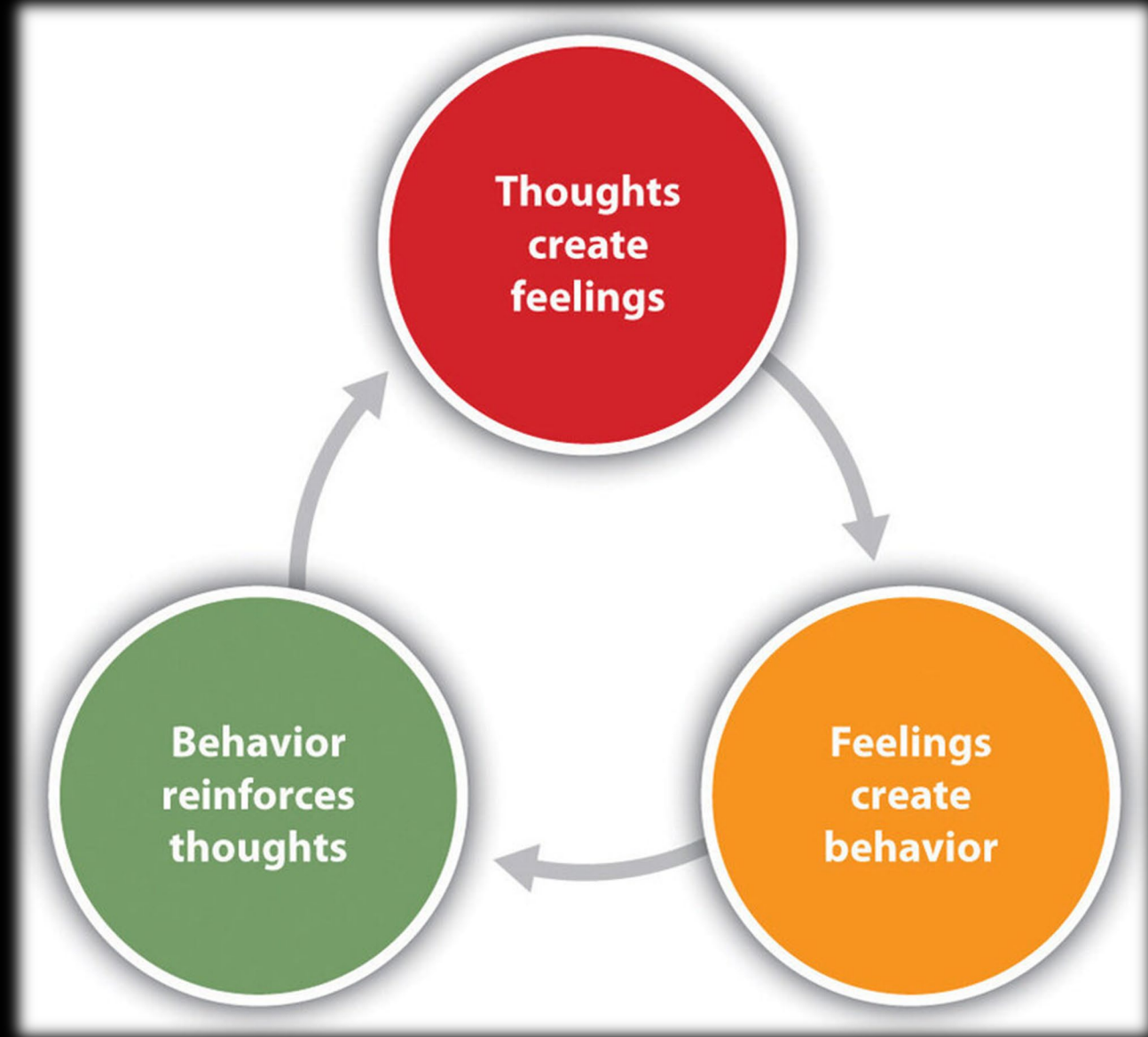


## Key Active Listening Skills

- Be Attentive
- Ask open-ended questions
- Ask probing questions
- Request clarification
- Paraphrase
- Be attuned to and reflect feelings
- Summarize



# Reflective Thinking



# Scenario-Based Training



## VR Simulator



- Remain here for VR training
- **Current Classroom**

## TI Machine



- Per table group (no more than 6 students)
- **Room 429**





# DEBRIEFING



# LUNCH BREAK!

