De-escalation is a targeted intervention for use with individuals at risk for aggression. De-escalation training educates us on the use of calm language, along with other communication techniques to diffuse, re-direct or de-escalate a conflict situation at its earliest stage. (Kerr & Nelson, 2010)

Speaker:

LT. TRESSA S. JOHNSON
The University of Toledo Police Department

In addition to leading UTPD’s Community Affairs Bureau, Lt. Johnson has a master’s degree in community counseling from The University of Toledo, is a licensed professional counselor and has an Ohio Chemical Dependency Counselor Assistant certificate/license.