

Student Evaluation

Handling a Crisis

Student _____

Date ____/____/____

Engagement:

- 1) Officer's approach demonstrates tactical safety /awareness and is non-threatening.
- 2) Officer engages and initiates establishing rapport.
- 3) Officer remains calm and does not allow the emotions of the person to affect them.
- 4) Officer Isolates the person (if needed)
- 5) Officer is aware of body language and avoids sudden movements.
- 6) Officer avoids being critical or argumentative.

Resolution:

- 1) Officer shows they are providing a respectful way out of the situation.
- 2) Officer does not make promises they cannot keep.
- 3) Officer has maintained a positive outlook throughout.
- 4) Officer gives options and brings interaction to a conclusion.

Communication/Listening skill:

- 1) Officer uses simple statements when giving commands
- 2) Officer personalizes the conversation.
- 3) Officer utilizes active listening skills.
- 4) Officer is calm and clear in the delivery of their message.
- 5) Officer is respectful and treats the person with dignity.
- 6) Officer does not validate hallucinations.
- 7) Officer focuses efforts on the person in crisis and makes it about them.
- 8) Officer asks about Dr. and/or medications.

NOTES

Evaluator Name: _____

Evaluator Signature: _____