



**JULIET LIMA**  
SOLUTIONS

## **DE-ESCALATION and EMOTIONAL INTELLIGENCE SKILLS FOR LAW ENFORCEMENT**

**Hosted By: Arapahoe County Sheriff's Office**

### **A new kind of de-escalation training.**

This is not a typical de-escalation training program. This course teaches you the process necessary to de-escalate volatile situations, improve public satisfaction, manage the stress of your career, and help improve leadership skills.

We combined years of academic research on emotional intelligence with the skills developed as a police negotiator to create this one of a kind training program.

### **What is emotional intelligence and what does it have to do with de-escalation?**

Emotional Intelligence is the ability to manage your own emotions and the emotions of others, empathize with others, overcome challenges, and defuse conflict.

We are often tasked with managing other peoples' emotions, particularly those emotions at the far end of the spectrum. Understanding emotional intelligence is the key to managing emotions, effecting positive change in your career, building trust with the public, and improving your de-escalation skills.



### **Who should attend?**

All law enforcement officers, communications officers, correctional officers, security personnel, and anyone who wants to learn valuable de-escalation skills. Command level personnel are also encouraged to attend.

### **Who are we?**

Lyons Hale, an active police commander and crisis negotiator, and Dr. Jacque Phillips, DNP, RN, an expert on emotional intelligence, founded Juliet Lima Solutions to help people improve their leadership skills, learn to de-escalate volatile situations, manage change, and to introduce skills that can be used to improve their emotional intelligence.

**When:** December 6, 2023

**Cost:** \$200

**Where:** Arapahoe County Sheriff's Office  
13101 E. Broncos Pkwy  
Centennial, CO 80122

**Time:** 8:30 am - 4:30 pm

**Attire:** Casual uniform or business casual

To book training call 601-463-5069 or visit [Click Here for More Information](#)