



Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email letac@mtu10.com • Website www.letac.org

Robert S. Crouch, Director

Crisis Communication

November 8, 2017

8:00 a.m. – 4:00 p.m.

LETAC Training Center

840 Spring Street, Suite B, Springfield, IL

(Please park in an unreserved space in our lot. Overflow parking is along Spring & Canedy streets.)

Meets the following mandated training requirements: Human Rights, Procedural Justice & Use of Force

Instructor: Michael Wargo is a retired sergeant with the Illinois State Police. He has an extensive background in CIT and has been active in instructing since its inception.

Course Description: This 1-day course examines the elements of communication in a crisis situation. Police officers respond to these types of incidents every days. In many cases, the officers will be talking to the victim of a crime or a witness to a serious crime. In both cases, the victim or witness may be traumatized and in a crisis state. This course teaches officers to be an active listener as an instrument to calm the subjects and raise the rationality level in order to assist the subject in making good decisions. This course builds on skills acquired in the CIT course.

Course Goals:

- Acquaint officers with the elements of the crisis state;
- Acquaint officers with the concept and use of Active Listening skills;
- Enable officers to list the elements of the communication process and explain their importance;
- Enable officers to recognize the limitations of the communication process;
- Emphasize the importance of use of empathy in the communication process;
- Enable officers to consider witness/victim perceptions and their effect on communication.

Non-Member Tuition: \$80.00. Non-Member tuition shall apply to civilians, officers from State/Federal agencies, and officers from Local Law Enforcement agencies which are not a member of any MTU. Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition.

To Register: Email registration to register@letac.org. You may also fill out and submit our online registration form through the website at www.letac.org or call 217-726-7014 to register by phone (be sure to include all pertinent information). MTU #10 local member department officers will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.

Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10

Serving the Counties of Christian • Dewitt • Logan • Macon • Mason • Menard • Montgomery • Sangamon



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Cancellation: If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often.