

Ventura County CIT Course Outline

Exercises (1/2 hour)

- A. Class pairs up (groups of 2)

- B. Practice some of the actively listening and non-verbal techniques being taught
 - i. With a person who is depressed
 - ii. With a person who is suicidal
 - iii. With a person who is psychotic

- C. Focusing on:
 - i. Rapport building
 - ii. Active listening
 - iii. Rephrasing / Repeating what was heard
 - iv. Body language
 - v. Removing triggers and de-escalation
 - vi. Proximity/space
 - vii. Time assessing the situation & behaviors
 - viii. 5150 evaluation
 - ix. Testing resource knowledge

- D. Ask the groups to share what they learned in this experience