

De-escalation Basics for Bus Drivers

CONTENT OUTLINE

Course Description

De-escalation Basics for Bus Drivers Online Training is a 25-minute, on-demand course that provides bus drivers with the foundational skills needed to manage crisis situations on their bus routes.

This online course helps bus drivers identify escalating behaviors, respond effectively to the behaviors, and recognize when to call for help.

TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Lesson 1: Behind the Behavior	<ul style="list-style-type: none"> • Explain that distress behavior can occur as a response of the brain and body to a perceived threat. • Recognize that a person may have Precipitating Factors that affect how they respond to a perceived threat. • Recognize that a person’s distress behavior is a communication of the distress to be able to respond with empathy.
Lesson 2: The CPI Crisis Development ModelSM	<ul style="list-style-type: none"> • Describe the four levels of the <i>Crisis Development Model</i>SM. • Explain how staff can respond effectively at each level of the <i>Crisis Development Model</i>SM.
Lesson 3: Successful Intervention	<ul style="list-style-type: none"> • Describe how the attitude and behavior of the staff member can influence the attitude and behavior of the person in distress through the concept of the Integrated Experience. • Recognize that their own Precipitating Factors can affect how they respond to a crisis situation. • Describe strategies for Rational Detachment to manage their behavior and attitude in a crisis situation.
Assessment	<ul style="list-style-type: none"> • Complete an online quiz and survey.
TOTAL RUN TIME: 25 minutes	