



# De-escalation for Mental Health Calls: A course for First-Responders & 911 Call-Takers

*"A compassionate approach for assessing, de-escalating, problem-solving and resolving mental health crisis situations."*



In the ever-changing roles of law enforcement, EMT's, Firefighters and 911 call-takers, it is more important than ever for all first-responders to learn the tools and techniques on how to successfully de-escalate people in crisis with non-violent tactics. This training will provide you with a comprehensive approach on how to compassionately use these strategies for a successful crisis intervention, especially those with mental illness and developmental disabilities.

## This 8-hour training will include:

- Strategies on how to use verbal and non-verbal communication.
- Identifying positive alternative tools to use to prevent physical intervention.
- Learning how to overcome barriers to successful communication.
- The importance of using a team approach and defining roles.
- Common behaviors and actions of those with mental illness and effective tools to use.
- Discussion of real-life scenarios and problem-solving solutions.
- Mental health services available and the benefits of police follow up.

**Chelmsford Police  
Department**

**January 27, 2026**  
4:00 PM – 12:00 AM

Fee: \$225 each

☐ **January 27, 2026 – Chelmsford Police Department | 4:00 PM – 12:00 AM**

REGISTRATION		
ATTENDEE(s)		
1.	2.	
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7.	8.	
9.	10.	
11.	12.	
Agency:	Street:	
City	State	zip
Agency Contact:	Phone #:	
Contact email:		

Fax registrations to (978) 467-4257 or Scan and email to [team@hanrahanconsulting.com](mailto:team@hanrahanconsulting.com)

Call (617) 612-5210 for more Information

[www.HanrahanConsulting.com](http://www.HanrahanConsulting.com)