

## Verbal De-escalation and Cultural Responsiveness

When using verbal de-escalation and crisis intervention techniques, it is important to take into consideration how cultural factors can impact the de-escalation process. Understanding how cultural influences can shape individual behaviors and coping mechanisms can help with building trust and improve communications and reduce cross cultural conflicts. This webinar will discuss the importance of using culturally informed approaches when working with Native American and Alaskan Native community members and how to adapt when trying to de-escalate a situation.

### Goal:

Recognize when an individual is in a crisis situation and how cultural complexities can impact the de-escalation process.

### Instructor: Jim Walters-NCJTC Associate

Mr. Walters is the founder and president of The Border Research Group, a non-profit organization comprised of public safety, military and social services professionals which provides assistance to tribal communities and nongovernmental organizations in the field of child protection, human trafficking and family violence.

As the Program Administrator for the AMBER Alert Training and Technical Assistance Program (AATTAP), Mr. Walters was responsible for developing and delivering national training and technical assistance to law enforcement, prosecutors, social services, child protection officials and first responders in investigative techniques, program development and policy issues related to child protection, exploitation, missing and abducted children and youth at high risk of victimization.

**October 9, 2024**  
**1:00 PM – 2:30 PM EDT**

Please register at: [https://spcollege.zoom.us/webinar/register/WN\\_FZNECLTiTH2-f7rO04OQ5Q](https://spcollege.zoom.us/webinar/register/WN_FZNECLTiTH2-f7rO04OQ5Q)



## 90 Minute No-Cost Webinar

**Jim Walters**  
**Founder and President of The Border  
Research Group**

Hosted by:



This project was supported, in whole or in part, by Cooperative Agreement Number 15JCOPS-21-GK-02425-SPPS awarded to St. Petersburg College by the Office of Community Oriented Policing Services, U.S. Department of Justice. The Opinions contained herein are those of the author(s) and do not necessarily represent the official position or policies of the U.S. Department of Justice. References to specific agencies, companies, products, or services should not be considered an endorsement by the author(s) or the U.S. Department of Justice. Rather, the references are illustrations to supplement discussion of the issues.

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