



**JULIET LIMA**  
SOLUTIONS

## DE-ESCALATION and EMOTIONAL INTELLIGENCE SKILLS FOR LAW ENFORCEMENT

Hosted By: Denver Sheriff Department

### What is emotional intelligence?

Emotional intelligence is the ability to manage your own emotions and the emotions of others, to communicate effectively, empathize with others, overcome challenges, and defuse conflict.

### What does emotional intelligence have to do with de-escalation?

Cops are constantly tasked with managing other peoples' emotions, particularly those emotions at the far end of the spectrum. Improving your emotional intelligence will help you de-escalate volatile situations, survive a career in law enforcement, better serve the public, and improve supervisory skills for current, and future police leaders.

### Who should attend?

This training is geared towards all officers and supervisors as well as the command staff responsible for managing operations.

### Who are we?

Lyons Hale, an active police officer and police negotiator, and Dr. Jacque Phillips, DNP, RN, an expert on emotional intelligence, founded Juliet Lima Solutions to help law enforcement officers improve their communication skills, de-escalate volatile situations, and be more effective public servants.

**When:** March 24, 2022 (Session 1)  
March 25, 2022 (Session 2)  
Pick one date

**Cost:** \$150

**Where:** Denver Sheriff Department  
5440 Roslyn Street  
Denver, CO 80216

**Time:** 8:30 am - 4:30 pm

**Attire:** Casual uniform or business casual

To book training call or visit <https://www.julietlimasolutions.com/bookings-checkout/law-enforcement-training-classroom>