



## Law Enforcement Training Advisory Commission

840 S. Spring Street, Suite B • Springfield, IL 62704

Phone (217) 726-7014 • Fax (217) 726-7833 • Email [letac@mtu10.com](mailto:letac@mtu10.com) • Website [www.letac.org](http://www.letac.org)

JT Wooldridge, Director

# De-escalation/Conflict Resolution Training

**June 22, 2022**

**8:00 a.m. – 4:00 p.m.**

**LETAC Training Center**

840 S. Spring St, Suite B, Springfield, IL

***This course is pending ILETSB approval and certification for the following mandates:  
Crisis Intervention, Human Rights, Procedural Justice, Use of Force***

**Course overview:** The focus of this course is to provide law enforcement personnel with specialized training and skill to effectively apply de-escalation and conflict resolution techniques to needed situations in law enforcement.

Course goals will include:

- **Benefits of using De-escalation Techniques**
- **Primary Concepts of De-escalation**
- **Define Conflict Resolution**
- **Define De-escalation**
- **Define Crisis State**
- **Introduce Verbal and Nonverbal Communication**
- **Active Listening**
- **Active Listening Techniques**
- **Scenario Based Role Play**

**Illinois Law Enforcement Training & Standards Board Mobile Team Unit #10**

Serving the Counties of Christian • Dewitt • Logan • Macon • Mason • Menard • Montgomery • Sangamon



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**Instructor: Mark Benson** has been working in the field of mental health since 1990. He earned a Master of Science in Education with a focus on Community Mental Health from Illinois State University in 1997. He is also a Nationally Certified Counselor and a Licensed Clinical Professional Counselor. Mark is trained in the Mitchell Model of Critical Incident Stress Management (CISM). Mark has worked in a variety of mental health settings including in community mental health, geriatric and youth mental health, higher education, private practice, in-patient settings and jail counseling. His primary focus has been on crisis intervention.

Mark worked in several capacities with two different mobile crisis teams in Central Illinois for more than 10 years. He also provided mental health services in the McLean County Detention Facility over an 18-year span; the last five years through his own private business. In his role as a program manager with a crisis team, Mark worked side-by-side with first responders, emergency departments and in-patient mental health units. He collaborated with these systems to create integrated services to assist individuals, to increase the likelihood of connection/reconnection to appropriate community services and to advance the goal of decreasing the likelihood of another crisis or psychiatric hospitalization.

Mark has been a Certified Mental Health Trainer with the Illinois Law Enforcement Training and Standards Board (ILETSB) since 2002. He has been involved with Crisis Intervention Team (CIT) training since 2010 and has been serving as the Regional Coordinator for Central and Southern areas of Illinois since 2013. Throughout his career, Mark has been fortunate to work side-by-side with first responders.

**Non-Member Tuition:** \$0. Non-Member tuition shall apply to civilians, officers from State/Federal agencies, and officers from Local Law Enforcement agencies which are not a member of any MTU. Tuition will be invoiced to departments upon course completion. If a pre-registered student from a Non-Member agency fails to attend training, and the agency fails to provide advance notice within 7 days of the start date of that class, the agency will be invoiced the entire amount of the student's tuition.

**To Register:** Email registration to [register@letac.org](mailto:register@letac.org). You may also fill out and submit our online registration form through the website at [www.letac.org](http://www.letac.org) or call 217-726-7014 to register by phone (be sure to include all pertinent information). **MTU#10 Law Enforcement members who are under the mandate requirements will be given priority on state mandated courses and then MTU#10 local members. If it is not a mandated course, all MTU# 10 local members will be given registration preference until seven days prior to the date of class. After that date, registrations will be taken on a first-come, first-served basis, regardless of MTU status. We cannot accept registrations from individual officers. All registrations must go through your Chief, Sheriff, or department training office, even if you are attending class on your own time.**

**Cancellation:** If a class must be canceled for any reason, every effort will be made to do so at least 2 weeks before the class is scheduled to begin. However, there are circumstances where last minute cancellation is out of our control. All officers who have been registered for training will be contacted at the email address given at registration, so please be sure to provide an email address which is checked often.