

- h. Definition of an Infraction
- i. Definition of a Misdemeanor
- j. Definition of a Felony
- k. Interacting with Law Enforcement

**IV. Liability Issues**

**3 Hours**

- a. Overview of Civil Law, Criminal Law and Torts
  - i. Personal
  - ii. Employer
- b. BSIS Codes and Regulations
- c. Explanation of a Duty to Care
  - i. Reasonable expectation for a “safe environment”
  - ii. Employer specific
- d. Explanation of Negligence
- e. Examples of common liabilities
- f. Accurate reporting/documentation

**V. Communication/Conflict Management**

**4 Hours**

- a. Interpersonal Communications Skills
  - i. Approach
  - ii. Body Language
  - iii. Listening
  - iv. Empathy
- b. Situational Awareness
  - i. Environment
  - ii. Positioning
  - iii. Subjects
- c. Managing Disputes
- d. Diffusing/De-escalating Situations
- e. Reacting to Violent Incidents
  - i. Types
  - ii. Law Enforcement Notification

**VI. Emergency Procedures**

**2 Hours**

- a. Emergencies Related to Acts of Nature
- b. Emergencies Related to Acts of Persons
- c. Overview of Public Expectation During an Emergency
- d. Explanation of Emergency Plans
- e. Explanation of Emergency Evacuation Plans