Disclosure: I have no financial interests or any affiliation that relates to financial gain in providing this succent record of observations.

Mr. Ware, thank you for the unique and generous opportunity to observe Diamond Safety Team Training from a Certified Threat Manager's (CTM) and educator's perspective.

Here's a concise breakdown of observations regarding San Diego County Diamond Safety Team Training which uses a gamut of effective evidence-based teaching/learning techniques to include concise-interactive classroom sessions, practical applications utilizing hyper realistic 360 degree scenarios and medical training aids (cut suits and live trauma actors) provided by \*Strategic Operations to address threat and crisis management in school, campus, and workplace venues.

This unique training embracing targeted violence familiarization is tailored specifically for teachers/educators is noteworthy. It brings both teachers and law enforcement personnel together in scenarios where the welfare of the students is paramount to both, and we know that teachers will do anything to protect their students as well as law enforcement. This common experience and goal should not be lost on the participants and the public. (Note: As a sidebar it is important to note that Diamond Safety Team Training is in synchronization with the new California Law SB 553 which goes into effect 1 April 2024.)

**Strengths:**

* **Scenario-based learning:** This is a highly effective way to practice threat and crisis management skills in a safe environment. Realistic scenarios allow participants to experience decision-making under pressure, experience the sights, sounds, and smells of critical event and refine their response techniques.
* **Medical training aids:** Using mannequins, cut suits, trauma actors, and other aids allows for hands-on practice with crucial medical interventions like applying tourniquets. This builds muscle memory and confidence in applying these skills in a real crisis.
* **Comprehensive Threat Assessment Approach:** The inclusion of topics like stop the bleed techniques, de-escalation, behavioral/weapon and weapon components recognition ( e.g. ghost guns and ghost gun precursors)  and "concerning behaviors" response demonstrating a well-rounded program that prepares educator and participants for a variety of potential threats and venues.

**Evaluation Criteria:**

* **Relevance of Scenarios:** Do the scenarios accurately reflect the types of threats participants might encounter in their specific roles and environments (school, campus, workplace, school, etc.)? **YES**
* **Depth of Threat Assessment:** Does the training delve into recognizing behavioral cues, analyzing potential threats, and de-escalation techniques? **YES**
* **Crisis Management Skills:** Does the training cover communication protocols, decision-making under pressure, delegation of tasks, and crisis leadership? **YES**
* **Effectiveness of Medical Training Aids:** Are the medical training aids ( e.g. cut suits, trauma actors)  realistic and appropriate for practicing stop the bleed techniques and other medical interventions? **YES**
* **Active Shooter Response Training:** Does the training cover situational awareness, evacuation procedures, sheltering in place, and responding to an active shooter? **YES**
* **Instructor Expertise:** Are the instructors qualified in threat assessment, crisis management, and medical procedures? **YES**
* **Participant Engagement:** Does the training promote active classroom and scenario participation, discussion, and reflection on the learned skills such ability to recognize 'concerning behavior", critical medical events, and ability to recognize weapon components weapons such as those associated with ghost guns? **YES**
* **Leadership Training:** Was the importance of leadership and leadership trainingaddressed? **YES**
* **Scenario hot "wash ups:**Were lessons learned addressed immediately after scenario event?  **YES**

**Additional Considerations:**

* **Debriefing:** Effective training should include thorough debriefing sessions after each scenario which took place immediately. This allows participants to analyze their performance, learn from mistakes, and solidify their understanding. It is noted that participants were encouraged to actively interact, act, and make mistakes to further reinforce learning.

* **Ongoing Future Training:** Threat and crisis management with respect to targeted violence require ongoing practice and refreshers. Consider the frequency of refresher training and expanded the training population from teachers/educational administrators to include all school staff such as janitorial, cafeteria/lunchroom personnel, teacher aides, teaching volunteers, officer personnel, contract security and eventually parents/guardians/caretakers as well, offered by the Diamond Safety Team Training. Lastly, if law enforcement is participating in a law enforcement role as responding to target violence scenario law enforcement uniforms and equipment are most appropriate. If law enforcement personnel or retired law enforcement personnel are instructors their attire should reflect that of professional educator not one in law enforcement or special ops attire.

* **Expand leadership training: Leadership** training is crucial for effective crisis management.

Here's why:

**Sharpened Skills for High-Pressure Situations:** Crises are inherently stressful and chaotic. Training equips leaders with the skills to stay calm, make clear decisions quickly, and navigate uncertainty. This includes:

1.     **Decision-Making:** Training helps leaders assess situations, analyze information, and choose the best course of action under pressure.

2.     **Communication:** Leaders learn to communicate effectively with all stakeholders, using clear, concise, and empathetic language. This is vital for maintaining trust and order during a crisis.

3.     **Problem-Solving:** Training equips leaders with critical thinking skills to identify solutions (e.g. stop the bleed) and develop contingency plans.

**Realistic Training Scenarios:**  Learning by doing is key. Crisis management training should incorporate realistic scenarios that simulate real-world situations.  Here's how crowd management factors in:

1.     **Crowd Dynamics:** Leaders learn to understand crowd behavior (especially during school and workplace applications), which can be volatile in crisis situations. Training can involve crowd psychology and de-escalation techniques.

2.     **Communication Strategies:** Leader’s practice communicating clear instructions and safety measures to large groups during a crisis.

3.     **Crowd Manager Coordination:** Effective crisis management requires a coordinated effort. Training can involve delegating tasks and working effectively with crowd managers on the ground.

**Benefits of Trained Crowd Managers:**

1.     **Frontline Response:** Crowd managers are the boots on the ground, ensuring order and safety within the crowd.

     2. **Communication Relay**: Act as a bridge between the crowd and leadership relaying info.       3. **De-escalation**: Crowd managers can defuse tense situations and prevent panic through effective communication/mediation.

Investing in leadership training for crisis management with a focus on crowd management is an essential step for any organization. It can significantly improve an organization's ability to navigate difficult situations, minimize damage, minimize liability, and ensure the safety of everyone involved.

**Conclusion**

The Diamond Safety Team Training is exceptional and unique. it is imperative Diamond Safety Team Training be made available at least semiannually to ALL associated with school safety and education. Diamond Safety Team Training needs to be given at several levels to include all teaching and educational staff as well as janitorial staff, volunteers, administrative personnel, law enforcement, paramedics, EMTs, firefighters, contract security, substitute teaching personnel, school aides, parents, etc. This brief evaluation of basic criteria is provided to assist in achieving a more comprehensive baseline and understanding of the County's Diamond Safety Team Training program. It allows one to appreciate Diamond Safety Team Training effectiveness in preparing educators and law enforcement for real-world threats and crisis situations especially at school, on community college campuses, and even the workplace. Note schools are both educational campuses and a workplace.

***\*****In my professional opinion, I consider Strategic Operations the premier venue provider in 360 degree immersive-scenario training involving stress inoculation and operational decision making, having personally participated in and observing Strategic Operations for over 20 years.*

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