| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-0941  Responded to: 15 April 2025 |
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Your recent request for information is replicated below, together with our response.

## Requesting full details on what de-escalation training 101 operators are provided with during training.

In response to your request I can advise that this training is part of a wider input for Customer Service and Effective Communication.

The full input is around 2 hours long and the attached slides are relevant to the section on de-escalating conversations and is approx. 20 minutes of this input.

There are no specific scenarios around de-escalating conversations and focus is on call control etc and issues that might arise.

There is no set refresher training, if a team leader deemed that a service advisor was struggling with these types of skills then they could come back on this course.

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.