

CallBox Training

Course Offerings ²⁰²⁵

Training today, for the conversations of tomorrow.

Tyrone Campbell | CEO

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INTRODUCTION

Please allow us to introduce ourselves. We are CallBox Training.

At CallBox we focus on providing a select offering of premiere, innovative training services that have a direct impact to our clients.

Our dedication to the topics of Intentional Civility, De-escalation, Emotional Intelligence, and Communication allow us to focus on delivering focused trainings in regard to these high-demand services.

And due to our backgrounds and experience we fully understand the importance of navigating difficult conversations with precision and humility.

All of our front-line staff are professional, dedicated training instructors with extensive resumes and hundreds of hours of classroom facilitation time.

Please allow us to guide your next training.

We are here to serve.



Please contact us @ 303.887.5987 for Information.

Although we would like to welcome everyone into the learning space, some sessions are intentionally aimed at Public Safety Professionals.

Public Safety Sessions

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T.R.U.T.H. Method Interviewing Level I

The T.R.U.T.H. Method of Interviewing is a real-world tested system developed by CallBox Training.

With decades of complex investigative experience behind it, the T.R.U.T.H. Method of Interviewing was designed.

The premise of the T.R.U.T.H. Method is deceptively simple. It begins with the belief that a relaxed subject, with whom the interviewer has developed a rapport, is more likely to cooperate. And by using that cooperation, the interviewer seeks a better understanding of the experience related by the subject.



This is that chair ... is your team ready for who sits down next?



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T.R.U.T.H. Method

Interviewing

Level II

The T.R.U.T.H. Method of Interviewing - Level II course builds on the principles of the Level I course, and focuses primarily on persuasion and the art form associated with influencing another's mental state through communication.

He said he wants to talk ... Now what?



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Detecting Danger

In today's environment, possessing the ability to detect Pre-Attack Indicators and articulate our responses have never been more important.

This training focuses not only on the fundamentals of recognizing Aggression, but the subtle Whole-Body movements that make up the art of Threat Assessment.

By highlighting the mechanics behind the identification of potentially dangerous situations related to topics such as Non-Compliance, Tactical Maneuvering, Verbal Cues and Non-Verbal behaviors, we strive to increase the safety of all parties involved in potentially dangerous encounters.



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What's your plan for Conflict Resolution?

Deliberate De-escalation

Decision-making

Peer Intervention

Emotional Intelligence

The process of De-escalation

Recognizing Escalation

Incident Documentation

More and more agencies are being critiqued not only on their response to an incident, but also how and why an incident was allowed to manifest.

Considering the rising costs associated with managing an employees well-being and the associated public scrutiny, can you afford to ignore a session on **Deliberate De-escalation?**

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Intentional civility

Our company takes pride in understanding where the next conversations are taking place.

To that end, join us in engaging in dialogue about actions performed with awareness, while caring for our needs, and beliefs without degrading someone else's in the process.

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Leadership Examined

Establishing culture, cultivating leadership and setting direction is not always easy.

For that reason, the Leadership Examined course was designed to provide guidance for those persons in both formal and informal positions with an aim at preparing them for performance.

Is your team ready?

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Emotional Intelligence

In today's corporate environment, training, evaluating and considering how an employee perceives, understands or manages emotion, could be the difference between success and a place in the national spotlight.

360° Evaluation

Self-Management

Regulating Weaknesses

Assessing your leadership style

Creating a place for personal growth

Assessing yourself

Relationship Management

Managing and Motivating strengths

Developing self-awareness

Establishing emotional effectiveness

Our Emotional Intelligence training has been vetted through hundreds of employees and has allowed for numerous individuals to gain self-awareness, before they became the next sensational news story.



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Principles of Policing

This course is best described as a “re-commitment to policing.”

It is a targeted approach to Critical Thinking through a guided exploration of the nine axioms issued by Sir Robert Peel that established the basic rules of modern policing.

This training covers topic such as:

Ethical decision-making

Implicit Bias

Emotional Intelligence

De-escalation

Self-Care / Resiliency

Communications

Use of Force

Peer Intervention

During the course, we cover basic topics such as Ethics and De-Escalation. But, by using multiple methods of learning and challenging discussions that engage critical thinking, we also delve into the areas of public perceptions and managing community Withdrawals and Deposits.

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With experience spanning seven distinct professions, we are always eager to partner with and support companies as they pursue growth and professional development.

Professional Development Sessions

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Verbal De-escalation

With the availability and realities of video documentation, our approach to verbal interactions and conflict resolution has never been more important.

An employee who lacks training, ability or the mindset to effectively engage the public has the potential to cause catastrophic damage to your brand.

Can your agency afford not to have this training?

Call us NOW!

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T . R . U . T . H . M e t h o d o f I n t e r v i e w i n g

For non-commissioned personnel

Most interviewing courses are designed for personnel who act in sworn positions. But good information can come from anywhere.

With the increasing emphasis on the utilization of non-sworn personnel within public safety, shouldn't we prepare every member of our team?

The T.R.U.T.H. Method of Interviewing is a real-world tested system developed with decades of complex investigative experience behind it.

Say it with us ...

“Lets start at the beginning.”

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Principles of Professionalism

This course is a targeted approach to Critical Thinking through a guided exploration of the axioms that established the basic rules of serving the public.

Join us as we discuss topics related to:

Ethical decision-making

Respectful Communication

Emotional Intelligence

De-escalation

Intentional Civility

Self-Care / Resiliency

With a full commitment to meaningful dialogue, multiple methods of learning and captivating exercises, allow us to engage, educate and guide your team.

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Engaging your Non-Sworn workforce

With more and more agencies utilizing Non-Sworn personnel, the profession of Law Enforcement is facing fundamental challenges and managing unforeseen considerations.

At Callbox we have been involved with this topic for over a decade, and are intimately familiar with training this workforce.

We would love to work with your team in regards to conversations on Report Taking, De-escalation, supervising, and navigating the culture of Law Enforcement.

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Tyrone Campbell | CEO

(Very condensed)

Training Survey Comments

Ver 6.1

We know that when you are making a decision on where to invest your training monies, a number of factors come into consideration.

Please know that at CallBox we conclude each training with a Survey, in an internal attempt to understand the impact of our training sessions.

Although the responses assist us in structuring upcoming trainings, it is also intended to provide our current and future partners with a snapshot of our level of competence.

That being said, thank you in advance for considering as an option to aid you in your upcoming training session(s).

CallBox we believe in our products and it is our sincere intention that the attached survey comments support our beliefs and training vision.

Deliberate De-escalation - Testimonials

“The culture and practices of the officers in my agency is to not use de-escalation. I am not effective at de-escalation because I need to improve my skills of communication in stressful situations. My go-to technique is to fight.”

“I believe this is an extremely effective training. As someone who uses de-escalation every day, and uses it effectively, this training helps me understand on another level. I would love to learn more about persuasion and further interview tactics from Ty.”

“Very good training and it opened my eyes on things I was not aware of.”

“Best de-escalation class I have taken in 36 years on this job. Great presenter!”

“The topic is very familiar to me, however it was a great reminder and I learned some extra things about persuasion and people's motives.”

“Enjoyed bringing in our policy during the class. Hopefully this will help contribute to community relations.”

“It's a priority to train officers in de-escalation. Not only train, but embrace, and use these techniques. Our priority is to go home safe: physically, mentally, and emotionally. It's vital that we invest in our people. Both older and younger officers. You KILLED it!”

“I believe this course was very beneficial to me because it incorporated “real” police work with tactics / de-escalation. Great speaker and presenter.”

“I did not know what to expect out of this training, but it put what our officers have to deal with every time they step out of their car. We do not have bad officers they are just placed in situation where they are tested. Thank you.”

“If 2020 taught us anything, it's that we need to reevaluate policing and public relations. The world is changing. It's hard to be a police officer. You posed great questions and encouraged self-evaluation. Great Job!”

“This instructor touched on several heavy issues in regard to office safety and welfare. Very useful training and I loved learning about emotional intelligence.”

“I appreciate that my department is being proactive with this type of training. I find this helpful in my position as a detective and more importantly as I try to promote.”

Detecting Danger - Testimonials

“Thank you for the class. You both did a very good job, and are very talented. I look forward to attending more classes.”

“I am happy to see that what I currently am doing in my class is similar to some of the content in this class. I look forward to your Bias class.”

“I wish it was longer.”

“One of the best courses I have ever had the privilege to take. I look forward to more trainings taught by your company.”

“This class needs to be 4–5 day course with practical exercises applying the actual techniques. This would make the course two weeks minimum.”

“Interesting pairing of detecting danger and deliberate de-escalation. I think the two topics went well together. I'm very interested in a longer version of this training with possibly some role-playing and debriefs.”

“This training was amazing. One of the best trainings I have ever attended.”

“This training was eye-opening. A lot of the officers that I see that good at de-escalation use the techniques we discussed in this class. It was great to learn more about these techniques and add tools to my tool belt.”

“Thank you for the training course! I learned some new things from this course.”

“Great class, thank you. I plan to use this not only in my professional atmosphere, but will also use it in my personal life.”

“I enjoyed this class and will be providing what I learned to my agency.”

“The class could be longer. Excellent class. The information provided was great.”

“Great content, very thought-provoking. Continue to tackle the hard truths and encourage difficult honesty.”

“This class was truly great training. I really feel I have learned things that I can use.”



T.R.U.T.H. Interviewing - Testimonials

"I thoroughly enjoyed this training. I hope to apply it and would like to receive more in the future."

"A lot of new material for me. Very helpful."

"Great speakers. The class was engaging the entire time."

"Thank you! Interesting class."

"This training was over some very good points, that I have never considered for interviews."

"I gained a lot of useful information. The class was very interesting and kept me engaged."

"Thank you for presenting this course, and with the manner in which you delivered it. You explained and demonstrated the material in an engaging manner."

"This class was very informing and broke things down well. For me, it reaffirmed things I already do while giving me more techniques to try."

"Very good content and I enjoyed the way Ty presents. I feel I could always use more training when it comes to interview."

"This has been my second class that you have spoken at. Each time you have kept me engaged and interested in the topics."

"Good information. Would like to have more interactions, Socratic method if need be, for the attendees of the class. Mostly just sat back and listen and only respond if past questions are called upon directly."

Principles of Policing - Testimonials

"Thank you very much for this training. I have changed my behavior at home and work, so I can be more balanced."

"I walked in with the attitude that I was going to do as little as possible to get through the class. This was an eye-opening experience. I very much enjoyed the class, more so than any other training in my entire time on the job."

"I am really glad I got to attend this class and a lot of the information presented was relevant and educational. I am still trying to "Find my Zero" and learning and discussing hypervigilance certainly something that I needed to hear."

"I left this class with a better understanding of who I am, how I affect others, how I can affect others and some great tools to take with me and use immediately."

"I / We could have used this training 25 years ago."

"This class was above my expectations. I went home daily and talked to my family about what I learned. I learned skills this week that will not only assist me in my job but also helped improve my mental well-being and home-life."

"Great class. Possibly the best one I've taken at My agency. Nice to hear that other LEO's are also having family issues/struggles. I thought I was the only one who "Fell on black days." Hearing from others having the same issues really was sobering and helpful. Best way to describe this class – Fantastic!"

"This class was extremely beneficial, and it had an immediate benefit at home."

"This was by far one of the best trainings I have attended in 17 years. This should be a standard for yearly training."

"This is one of the best classes I have been to. I have been to a lot of trainings and this class and the instructors have been so awesome. I learned to open my mind and understand more about bias than I thought possible."

"I feel like this should be a 3-4 day course so that more can be learned about the topic."

"I really enjoyed the training. Great information and very engaging. I would be interested in a longer training."

"This training has been very beneficial. Seeing the responses from my peers firsthand is important."

"This training open my eyes to different issues and problems not always addressed. It also helped me recognize areas in myself and my job that I would like to do differently."



Principles of Policing - Testimonials

"For me personally, this class couldn't have come at a better time in my career."

"Without reservation, this is the best training I have received in my career. The open discussion should be the model for in-service training."

"Amazing class! This class broke down my walls I have been in place for years."

"If an officer says this class was pointless or they didn't get anything out of it, then they are lying."

"This course was amazing to me, and help me realize how an officer can become too comfortable, and it will affect his decision-making on the job and at home. I am so thankful that the department offers so many resources to officers and trainings such as this to make that officer at a better police officer and person off the job."

"Some of the best and most important material presented in my career."

"This training was extremely beneficial. I believe this class will without a doubt help me keep my career on the right path. But, what is even more valuable is the tools I now have to keep my family life happy. We should do this every year."

"This was an eye-opening class. It will help me deal with the stress of the job and being able to deal with my own family. I will take the lessons I learned with me and shared with people I come in contact with."

"I have nothing but praise for this program. There needs to be a followup/refresher of this class in a few years to emphasize the importance of the ethical awareness and emotional stress."

"This program should be required in all law enforcement agencies in the US and other countries."

"This was a tremendous class. The best In-Service / Mandatory class I have been through."

"I have 33 years on the job and this is the best training of my career."

"This training was above and beyond what I expected. I would be interested in a yearly follow-up with my specific class group."

"I've been in the military, workforce, and other agencies over the past 25 years, but this was by far the best training I've ever had."

"Less time for lunch and more time discussing topics, or time out in the community."



Who we are.

Callbox Training was created after decades of delivering high-quality instruction to law enforcement and community organizations.

When the demand outgrew our capacity, we built this company to expand access to professional training without compromise.

Our name honors the Public Safety Call Box—the communication lifeline for emergency services from the 1880s to the 1930s.

Like that innovation, we connect people through knowledge, preparing them for today's fast-moving challenges.

At **Callbox** experienced instructors bring real-world expertise and a shared commitment to our stated goal of:

“Training today for the conversations of tomorrow.”

CallBox Training

Training today for the conversations of tomorrow.

Who are we?

With decades of navigating the complexities of Law Enforcement, and a countless number of years training various Law Enforcement agencies, community groups, and corporate clients, there came a point where we couldn't reasonably accommodate all of the training requests, and for that reason, Callbox Training was created.

At present CallBox engages in Training and Facilitation across various industries throughout the country, with a dedicated team and a focused approach to timely, in-demand topics.



Differentiators:

All of our team have decades of experience in law enforcement or advanced degrees, and it is our expertise to facilitating difficult topics.

To that end, we approach training with a mindset of "Courageous Conversations," viewed through the lens of our "*C Principal*": Carefully Crafted, Courageous Conversations Cultivate Character

Please allow us to engage your team, with our dedicated educators and an aim of training excellence.

Contact: Tyrone Campbell | CEO

✉ TyCampbell@CallBoxTraining.Com

☎ (303) 887-5987

📍 Denver, CO 80207

🌐 CallBoxTraining.Com

Government Information:

SAM UEI: MBH6R3AYP6C6

CAGE Code: 9WQ84

Core Course Offerings

- Detecting Danger
- Deliberate De-escalation
- Interview & Interrogation; Basic / Advanced
- Emotional Intelligence
- Leadership Examined
- Intentional Civility
- Principles of Policing

Examples of performance

- Federal Bureau of Investigations
- Colorado Community College Foundation
- Clark County, NV, Dept. of Juvenile Justice
- Yakima, WA, Police Department
- Colorado Police Officer Standards and Training
- Clark County, NV, School District Police Dept.
- City of Denver, CO, Dept. of Human Services
- La Plata County, CO

2023 - 600+ Attendees | 74 Agencies

2024 - 550+ Attendees | 66 Agencies



CallBox Training™

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Most Recent **1,000** Surveys

What is your level of agreement: “1” being the least and “5” the most.

- 4.7** The training is beneficial for **my agency**.
- 4.8** The training is beneficial for me, **personally**.
- 4.9** I would be interested in **more** trainings from CallBox.



Outside of the box by design.

Callbox Training

Tyrone Campbell is a thirty-one year veteran of Law Enforcement.

Throughout his career, Mr. Campbell has worked extensively in an undercover capacity and been assigned to Task Force Units with teams from the FBI, ATF and DEA.

He has numerous advanced certifications related to, and has worked in, investigative units dedicated to Accident Reconstruction, Crimes Against Persons, Crimes Against Children, Investigative Triage, Crime Scene Investigation, Homicide investigation and was instrumental in the formulation of a unit dedicated to the investigation of Hate Crimes.

With his extensive knowledge gained as an expert interviewer, and 12 years of experience as a Hostage Negotiator, Mr. Campbell was a natural addition his department's Crisis Intervention Training (CIT) program when it was originally constructed. Mr. Campbell ultimately ended up serving as the CIT Program Coordinator.

In his past endeavors, Mr. Campbell has served as the Chairperson for the City of Denver's De-Escalation Advisory Committee and a board member of the City of Denver's Racial and Gender Disparity Committee.

He has presented for, and served on, numerous panels for organizations such as, the National Association for Civilian Oversight in Law Enforcement, the Denver District Attorney's Youth Advisory Committee, The Denver Chapter of the Colorado Latino Forum, and the Denver Metro Chamber Leadership Foundation.

And, in addition to being nominated three times, he has one Emmy Award for Best Original Music, related to a project aimed at bridging the gap between Youth and Law Enforcement.

With a passion for teaching, a path of professional excellence, and a practice of managing difficult topics with care and humility, Mr. Campbell stepped from his role as an investigator and accepted a full-time assignment dedicated to teaching at the training academy.

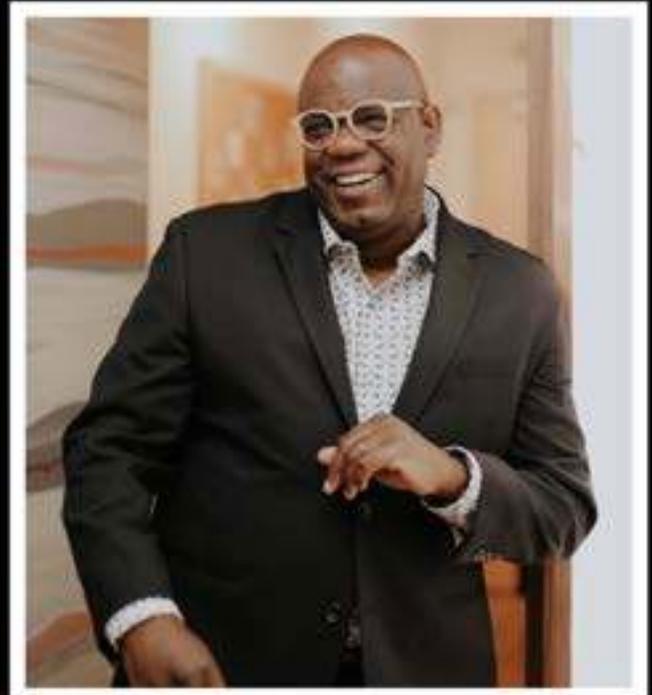
For the past eight years, in addition to juggling professional obligations and a work/home balance, Mr. Campbell has been leading Training and Facilitation for officers in regard to the topics of Implicit Bias, De-Escalation, Communications and Ethics.

And, in direct response to the community concerns raised in the summer of 2020, Mr. Campbell assisted in establishing an Office of Equity and Diversity within the Denver Police Department.

At present, in addition to managing Curriculum Development, serving as an instructor at three Colorado Law Enforcement Academies, and actively engaging in equity work, Mr. Campbell sits as the Executive Director for CallBox Training, and provides training to both Law Enforcement and Corporate clientele.

Tyrone Campbell

Executive Director | CallBox Training



Contact Information

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Executive Director

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Our Staff

Shannon Divine-Campbell



Shannon Divine-Campbell is a seasoned veteran non-commissioned employee of Law Enforcement with patrol duties as a Report Technician and it's related Crime Scene Investigation, Crash Scene investigation and served a founding member of a Law Enforcement Women's Collective.

At CallBox, Shannon not only serves as the Chief Financial Officer, she also delivers training to Corporate Leaders and non-commissioned Law Enforcement personnel.

Daniel Figueroa



Daniel Figueroa is a former police Dispatcher, 911 Call Operator, esteemed educator, and a veteran Police Officer.

Within Law Enforcement, Daniel spent years patrolling both Urban and Rural environment, almost a decade navigating a training environment, educating both new police hires and established officers.

As a trainer Dan, brings his passion for teaching and training expertise to the areas of Use of Force, Communication, De-escalation and Emotional Intelligence trainings.

James Gavin



James Gavin is a retired thirty-five year veteran of Law Enforcement with an extensive Complex Investigations background.

As a former Sex Crimes Detective, an expert interviewer, and years of experience as a Hostage Negotiator, Mr. Gavin is a natural fit for CallBox.

As a trainer with CallBox, Jim delights in maneuvering topics such as Respectful Communication, Interviewing, De-escalation and Investigations.



Tara C. Raines, PH.D.



CallBox is proud to keep company with Tara Raines, PH.D., Ph.D., M.S. (Psychology), M.S. (Education), B.A., who currently serves as the Senior Director of Child Behavioral Health Dissemination University of Oregon | The Ballmer Institute for Children's Behavioral Health.

In addition to acting as a consultant for CallBox, Dr. Raines has partnered with numerous programs, projects, and initiatives. She is a renowned presenter, credited with numerous publications, and has received a variety of honors and awards.

Carolyn M. Coles, PH.D ABD.



CallBox is proud to keep company with Dr. Coles, who works with police departments throughout the country engaging in transformative work that enhances their approach to justice within the communities they serve.

Carolyn's embraces a holistic framework to focus on police training effectiveness and applied theory through mixed-method experimental criminology.

In addition to holding a PH.D. in Criminology, Law & Society from the University of California, Irvine, she also has a B.S. in Marketing from Virginia Commonwealth University, and a M.A. in Intercultural Communication from the University of Denver. She currently serves as the Chief Curator of BlaCri LLC., empowering criminal justice and criminology professionals by providing resources, education, and coalition building.

In addition to the various instructors, and consultants that personally appear in our training sessions, CallBox is supported by a number of support personnel. Who without their dedication and assistance, we would never be able to deliver the high quality product that we produce, the every growing list includes Dr. Matt Turner, Dr. Angel Montoya, Lieutenant Joseph Unser, Ms. Amelie Campbell, Mr. Jaylon Divine, Ms. Nicci Edwards, Ms. Jeanette Dominguez, Mr. Andrew Richmond, and Ms. Tia Henry.

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