

# Interacting Effectively with the Mentally Ill

STC CERTIFIED  
#7980-68243

ATA REIMBURSEMENT ELIGIBLE

## Recognize. Communicate. De-escalate. Respond.

**EMBASSY**  
CONSULTING SERVICES



### Facilitated by Amber Landers, PhD

*Clinical Psychologist & Educator  
Harvard-Trained | Integrated Health Expert*

- » Understanding Mental Illness & Deinstitutionalization
- » Crisis Intervention & De-escalation
- » Bipolar Disorder, Schizophrenia & Psychotic Disorders
- » Active Listening & Effective Communication
- » T.A.C.T. Model

#### DATE

Feb. 18, 2027

#### TIME

8:00am - 12:00pm

#### COST

\$98.00

#### LOCATION

Marina Park  
1600 W. Balboa Blvd  
Newport Beach, CA 92633

Learn more & Register at  
**EmbassyCS.com/Register**



In Partnership with  
Newport Beach Police Department



#### COURSE DESCRIPTION

*Interacting Effectively with the Mentally Ill is a four-hour training course designed to provide public safety professionals with a practical understanding of mental illness and effective strategies for interacting with individuals experiencing a mental health crisis. The course explores bipolar disorder, schizophrenia and other psychotic disorders, deinstitutionalization, crisis intervention, compassionate policing, and community resources.*

*Participants strengthen their skills in de-escalation, active listening, and effective communication and practice applying the T.A.C.T. Model to promote safer, more compassionate, and positive outcomes during encounters with individuals experiencing mental illness.*

#### ABOUT YOUR FACILITATOR

*Dr. Amber Landers is a clinical psychologist, educator, and consultant with Embassy Consulting Services who specializes in bringing mental health expertise into public safety settings. She earned her PhD from Purdue University, trained at Harvard Medical School's Cambridge Health Alliance, and teaches as an Assistant Professor at Alliant University's California School of Professional Psychology. Drawing on published research on police contact and stress, she gives law enforcement practical, evidence-based tools for de-escalating encounters and interacting safely and effectively with individuals experiencing mental illness.*



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