



Mobile Crisis Response in Action (STAND)

SEHG-MCR-101 · Public-Safety · approx. 52 min seat time · English · 100% online, self-paced

Auto-issued completion certificate with completion tracking suitable for CEU/CEH documentation.
Professional-development training, not clinical therapy. Subject-matter review by SEHG required before publication.

COURSE DESCRIPTION

A full self-paced online course for mobile crisis responders, mental-health professionals, first responders, and community partners. Built from the MACMH workshop materials (deck, 90-minute script, attendee handout, worksheets, and the "Run the Call" scenario). Pre-assessment opens the course; the same instrument closes it as a post-assessment, and per-module knowledge checks gate the auto-issued completion certificate for CEU/CEH tracking.

Free virtual companion to the in-person MACMH workshop: the STAND framework for mobile crisis response, with interactive scenario practice and a completion certificate.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Public-Safety skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Apply the five STAND steps — Situational Awareness & Self-Regulation, Tone & Tactical Communication, Active Listening & Assessment, Navigate Options, De-escalation & Decisive Action — to a real mobile crisis call.
- Regulate your own stress response and read a scene (people, risks, exits, changes) before engaging.
- Use tone, pacing, reflection and validation to build rapport and assess safety, medical, substance-use and risk factors.
- Weigh navigation options — rapport, warm handoff, 988, transport, diversion — and choose the least-restrictive, most-connected path with a 24–72 hour plan.
- Adapt every STAND step for children, caregivers and families on scene.
- Close a call with decisive, dignity-preserving action, documentation and handoff — and debrief to sustain yourself between calls.

WHAT'S INCLUDED

- approx. 52 min seat time
- 8 course modules
- 8 instructional videos — 16 minutes of total video runtime
- 80 knowledge-check questions, auto-graded
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently

delivered for this course.

MODULE MAP

- **Module 1 — Foundations of Mobile Crisis Response**
 - Objective: Describe the CIT model and the shift to mobile, care-over-custody response
 - Objective: Explain the five STAND steps and how they map to a live call
 - Objective: Recognize that STAND works for the person in crisis and for yourself
 - Objective: Explain why responder self-regulation comes first
- **Module 2 — S — Situational Awareness & Self-Regulation**
 - Objective: Regulate yourself before engaging — pause, breathe, and run a three-second reset
 - Objective: Scan a scene for people, risks, exits, and what has changed since dispatch
 - Objective: Name your own stress before co-regulating another nervous system
 - Objective: Adapt situational awareness for children by getting on their level and slowing down
- **Module 3 — T — Tone & Tactical Communication**
 - Objective: Use calm voice, slow pace, open posture, and visible hands to lower the temperature
 - Objective: Introduce yourself and your role plainly ('here to help, not take over')
 - Objective: Give space and choices, and use silence as a de-escalation tool
 - Objective: Adapt tone for children and families with simple language and caregiver inclusion
- **Module 4 — A — Active Listening & Assessment**
 - Objective: Reflect and validate so the person feels heard
 - Objective: Assess safety, medical factors, substance use, and risk in parallel with listening
 - Objective: Ask open, non-judgmental questions and go easy on 'why'
 - Objective: Read developmental cues and baseline changes when working with children
- **Module 5 — N — Navigate Options**
 - Objective: Match the response to the need across rapport, warm handoff, 988, transport, or diversion
 - Objective: Coordinate the web of co-responders, schools, hospitals, family, and follow-up
 - Objective: Choose the least-restrictive, most-connected option — care over custody
 - Objective: Plan the next 24–72 hours and loop caregivers and schools in for youth
- **Module 6 — D — De-escalation & Decisive Action**
 - Objective: Move toward a safe, agreed resolution — a landing, not a win
 - Objective: Act decisively and least-restrictively when safety requires it
 - Objective: Close the loop: document actions, referrals, and follow-up, and hand off with dignity
 - Objective: Apply the six de-escalation moves under pressure
- **Module 7 — Special Populations: Children & Families**
 - Objective: Adapt STAND's pace, language, and supports across special populations
 - Objective: Recognize population-specific considerations for youth, veterans, older adults, IDD/autism, homelessness, and substance use
 - Objective: Center children and families so the plan lives in the system around them
 - Objective: Apply a nonjudgmental, harm-reduction mindset to co-occurring needs
- **Module 8 — Sustaining Yourself**
 - Objective: Recognize vicarious trauma, compassion fatigue, and burnout as occupational
 - Objective: Treat resilience as a skill and a system, not a personality trait
 - Objective: Build decompression, peer support, and resource use into the job
 - Objective: Carry forward the five take-homes and know the 988 and local resources

COMPLETION & CERTIFICATION

Pass/Fail: passing requires a score of 70% or higher on the course knowledge checks.

Scored final assessment: passing requires 80% or higher.

The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

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Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.