


# Verbal De-Escalation Training

## Surviving Verbal Conflict®

### Live-Stream Interactive Course

### April 25, 2023 | 8:00am - 4:00pm, Central

Today's increased service demands and the scrutiny placed upon public safety professionals have resulted in **a growing need to master verbal conflict management skills.** When negative verbal encounters escalate to the point where physical intervention is used, criticism often results when it is later discovered that there is little evidence of verbal de-escalation techniques employed by officers.

Verbal De-escalation training provides public safety professionals with **time-tested communication skills proven to help de-escalate volatile situations,** safeguard fellow officers' emotional and professional well-being, and significantly enhance the agency's professional image. The course also provides opportunities for the participants to engage in **practical skill building** so that when they complete the training they are well on their way to becoming more effective professionals in communication.



**Chief Harry P. Dolan (Ret.)**

**CEO, Dolan Consulting Group**

Chief Dolan is a 32-year police veteran who served as a Chief of Police since 1987. As one of the nation's most experienced police chiefs, he brings 25 years of public safety executive experience to his training. Chief Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of Leadership & Management, Communications Skills, and Community Policing. Past participants have consistently described Chief Dolan's presentations as career changing, characterized by his sense of humor and unique ability to maintain participants' interest throughout his training sessions.

***$195 per attendee***
***($95 per additional attendee)***

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**REGISTER TODAY!**