



Verbal De-Escalation Training Surviving Verbal Conflict®

June 14 - June 15, 2022 • Las Vegas, Nevada

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.

Instructor:
Chief Harry P. Dolan (Ret.)
CEO, Dolan Consulting Group



Hosted by:
Las Vegas Metropolitan Police Department
400 S. Martin L King Blvd. | Room A-110
Las Vegas, Nevada 89106

***\$390 per
attendee***

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TODAY!**