Verbal De-Escalation Training

Surviving Verbal Conflict®

Live-Stream Interactive Course

October 28, 2021 | 8:00am - 4:30pm, 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.

Lieutenant Daniel Nieters

Raleigh Police Department

Daniel is a graduate from North Carolina State University and a 14 year police veteran of Raleigh Police Department. He was promoted to Sergeant in 2010 and remained at the Training Academy as the Raleigh Police Commandant. He currently serves as a field operations Lieutenant.

During his career he has trained over 400 basic and lateral police recruits. Daniel has presented at the Problem Oriented Police Conference for Speeding in Residential Neighborhoods in 2002 and received a Goldstein Award for his effort. Daniel developed and implemented a Field Training Program for Raleigh Police Department creating consistency between the Academy and the field.

$195 per attendee
($95 per additional attendee)

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info@DolanConsultingGroup.com • 919-805-3020

REGISTER TODAY!