

Verbal De-Escalation Train the Trainer Program

Surviving Verbal Conflict®

Prerequisite: 14-Hour Online Course (At Your Own Pace)

September 15 : 8:00am - 4:30pm (CT) Live-Stream

September 16 : 8:00am - 12:00pm (CT) Live-Stream

Chief Harry P. Dolan (Ret.) has provided his Surviving Verbal Conflict® Training to tens of thousands of public safety professionals throughout the country. In response to frequent requests, Chief Dolan has developed a "Train the Trainer" program providing public safety professionals with the training, tools, and material required to train agency personnel in the highly acclaimed Surviving Verbal Conflict® Verbal De-Escalation Program.

Verbal De-Escalation Train the Trainer Program: Surviving Verbal Conflict® course develops and prepares public safety professionals to serve as trainers in Surviving Verbal Conflict®. This 3 1/2 day course covers the Surviving Verbal Conflict® course material as well as instructor development content such as how to present the lesson plan and program, student learning styles, and teaching practical exercises. Participants will be provided with all instructor related materials supporting their presentations which includes the SVC PowerPoint presentation, workbooks, practical exercises, as well as ongoing technical support.

$995 per attendee (Agency pricing available)

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REGISTER TODAY!

Verbal De-Escalation
Train the Trainer Program
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Today's increased service demands and 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. Administrators are now asking, *"Is this an area in which the training tape has run out? Have we adequately trained our personnel to successfully manage and respond to verbal confrontations in a professional manner?"*

Surviving Verbal Conflict® training provides public safety professionals with **time-tested communications skills proven to help de-escalate volatile situations**, safeguard fellow officers' emotional and professional well-being, and significantly enhance the agency's professional image. And, in the event that de-escalation proves impossible, the utilization of these techniques make use of force decisions more readily defensible in the courtroom and in the public eye. The train the trainer course provides public safety professional trainers with the skills and ability to provide the training to others within their agencies.



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.

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