


# Verbal De-Escalation Train the Trainer Program

## *Surviving Verbal Conflict®*

**Prerequisite: 10-Hour Online Course (Included with Price/At Your Own Pace)**

**October 28 : 8:00am - 4:00pm (CT) Live-Stream**

**October 29 : 8:00am - 4:00pm (CT) Live-Stream**

**October 30 : 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 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***

**DolanConsultingGroup.com**

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**REGISTER TODAY!**

# Verbal De-Escalation
# Train the Trainer Program
## *Surviving Verbal Conflict®*

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.



### 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.

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