

Verbal De-Escalation Training

Surviving Verbal Conflict®

May 31 - June 1, 2022 • Salt Lake City, Utah

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.

Hosted by:
Salt Lake County Sheriff's Office



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

$390 per attendee

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REGISTER TODAY!