



Surviving Verbal Conflict®

*“What Every Public Safety Professional Needs
to Know About Verbal De-escalation”*

Two-Day Skill Development Training Program

Wednesday – Thursday, May 4-5, 2016 * 8:00 a.m. – 5:00 p.m.

Course Overview:

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 abounds when it is later discovered that there is little evidence of verbal de-escalation techniques employed by our personnel. This is particularly true when incident video and audio reviews are utilized. In some cases, it has become clear that the verbal actions of the public safety responders actually served to *escalate* the situation. Administrators are now asking, *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. This two-day course also provides opportunities for the participants to engage in practical skill building exercises so that upon completion of the training they are well on their way to becoming more effective communications professionals.

Course Objectives:

- Improve public safety professionals’ verbal communication skills
- How to apply **Rhetoric-Aristotle’s Art of Persuasion** (*The art of using speech to persuade*) when deflecting & redirecting verbal abuse
- Develop an understanding of Chief Dolan’s “Guardians of the Peace” concept, “Language of the Street Fallacy”, “TUI Pattern” (*texting, typing or talking under the influence of anger, rage, anxiety etc.*)
- Diffuse potentially volatile verbal encounters
- Understand the importance of managing “Hypervigilance” at work and home
- Avoid the “Rope-A-Dope Syndrome” and grasp the concept of “Police Legitimacy”
- Significantly enhance the agency’s image throughout the community
- Discover How “Bystander Effect” & “Groupthink” may be confronted to reduce complaints
- Practice “Verbal Contact & Cover” principles
- Apply the FAA’s “Sterile Cockpit Rule” on duty
- Understand the importance of “Chief Dolan’s 24 Hour Rule” as a key component of communication success

Instructor:

Harry P. Dolan is a 32-year police veteran who brings 25 years of public safety executive experience to his courses. He retired in October 2012 as Chief of Police of the Raleigh Police Department.

Chief Dolan began his law enforcement career in 1980 as a deputy sheriff in Asheville, North Carolina, and served there until early 1982, when he joined the Raleigh Police Department. In 1987, he was appointed Chief of Police for the N.C. Department of Human Resources Police Department, located in Black Mountain. He served as Chief of Police in Lumberton, N.C. from 1992 until 1998, when he became Chief of Police of the Grand Rapids, Michigan Police Department. Chief Dolan led the Grand Rapids Police Department for nearly 10 years before becoming Chief of the Raleigh Police Department in September 2007.

Chief Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of Service Excellence, 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.

Chief Dolan is a graduate of Western Carolina University and holds a Master’s Degree in Organizational Leadership and Management from the University of North Carolina at Pembroke.

Cost: \$150.00 – Discounted from Regular Rate of \$295.00!

PRPC Sponsored – FREE for Qualifying Law Enforcement Officers

"PRPC Sponsored" indicates the tuition and fees are paid for by the Panhandle Regional Planning Commission for municipal and county law enforcement officers in the top 26 counties of the Texas Panhandle.

Location: Amarillo College West Campus, Building C, Room 112, 6222 W. 9th Ave., Amarillo, Texas 79106

Directions: Take I-40 to the Bell Street Exit (North). Turn right on the West 9th Avenue Loop. Go under the overpass and through the first light. The Amarillo College West Campus is on the right. Building C is located in the back of the campus by Parking Lot 3.

Target Audience/CEUs

Law enforcement, corrections, probation/parole, and telecommunicators as well as all related professionals.

TCOLE credit provided. TJJJD credit requested. General CEUs will be awarded to all participants. For successful completion, this program must be attended in its entirety.

Enrollment Eligibility Notice: Students with outstanding obligations to Amarillo College may not be allowed to enroll in or complete a continuing education course until the obligations are fulfilled. Students who have received a Criminal Trespass Warning from Amarillo College will not be allowed to enroll in courses held on any AC campus unless the warning has been lifted.

Contact Information

Mail: Amarillo College
Criminal Justice Programs
PO Box 447
Amarillo, Texas 79178

Phone: 806-354-6081
Fax: 806-354-6074
www.actx.edu/cj/conferences
E-mail: CriminalJustice@actx.edu

Office Use Only

[] OE: COMG 1045 -
[] PRPC: COMG 1045 -

Registration Form (Fax or Mail)

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Last 4 digits of SSN or AC ID: _____ Date of Birth: _____ Gender: ___ Male ___ Female

TCOLE P_ID#: _____

Last Name: _____ First: _____ MI: _____

Current Address: _____

City/State/Zip Code: _____

County of Residence: _____ Residency Status: ___ Texas Resident ___ Out-of-State ___ Foreign Country

Home Phone: _____ Work Phone: _____ Cell Phone: _____

Personal E-mail: _____ Business E-mail: _____

Employer or Type of Business: _____

Ethnic Origin: (Voluntary Information – will not affect enrollment)

Are you Hispanic?: ___ Yes ___ No

What is your race? (check all that may apply):

___ White ___ American Indian or Alaskan Native ___ Black or African-American ___ Asian ___ Native Hawaiian/Other Pacific Islander

I CERTIFY THAT THE INFORMATION GIVEN ABOVE IS COMPLETE AND CORRECT.

Date: _____ Signature: _____

Method of Payment: ___ Cash ___ Check ___ Money Order ___ Visa ___ Master Card ___ Discover ___ Company Letter of Billing

Credit Card #: _____ Expiration Date: _____ Sec. Code: _____

Authorized Signature: _____

Bill To: _____

P.O. #: _____ **(Please include Letter of Billing or Copy of P.O.)**

