

Dispatch Judo™

Verbal Defense and Influence for Emergency Communications



Continuing Education

SETB Approved Classs

Feb 22-23, 2012 • Oxford, MA

Hosted by: Oxford Police Department

Class Hours are 8:30am - 4:30pm each day

Course #: 11-1238

Course Duration: 16 Hours

Price: \$369.00 per person

**Volume discounts available...
please call 1.800.537.6937.**

DEFUSE CONFLICT, REDIRECT BEHAVIOR AND TAKE CONTROL

Chances are, you're dealing with people every day that are frantic, hysterical, enraged and rude. Now there's a course that addresses a major need in many call centers: how to successfully handle and defuse verbal conflict while maintaining professionalism. Through an exclusive partnership with the Verbal Judo Institute, PowerPhone, the world leader in emergency communications training, introduces Dispatch Judo™.

Based on the concepts of Verbal Judo, PowerPhone's two-day class will teach individuals how to defuse conflict and redirect behavior with words. Students will spar with fellow classmates in a training format structured specifically to promote an interactive, experimental and learner-centered approach. The course will teach students to manage verbal resistance and de-escalate confrontation through the use of effective verbal commands and will emphasize the ethical components of intervention to change behavior. No matter the situation, students will know how to maintain control and get the outcome they desire.

TO ENROLL OR LEARN MORE:

1.800.537.6937
www.powerphone.com

TOPICS COVERED INCLUDE:

- Goals of professional intervention (G.V.C.)
- Force options when words alone fail (S.A.F.E.E.R.)
- Peace phrases
- Art of Representation
- Active listening communication skills (L.E.A.P.S.)
- Paraphrasing
- Three Street Truths
- Non-verbal communication
- Making initial contacts in eight steps
- Managing verbal resistance in five steps
- Art of Translation and Mediation
- Closure Principle

STUDENTS WILL LEARN HOW TO:

- Understand the traits of a professional
- Keep professionally detached
- Recognize the three kinds of people and how to adapt their communication style to each
- Handle verbal abuse
- Control their weaknesses
- Intervene when others are acting badly or need help
- Debrief an incident in order to improve future performance
- Defend their actions to supervisors and in litigation



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