



COUNTER RESPONSE GROUP

VERBAL JUDO– DE-ESCALATION

FOUR HOUR CLASS

The very nature of dealing with people forces us to accept that employees may eventually be exposed to a verbal assaults and possible escalation of violence.

People who lack the training and skill sets cannot be expected to de-escalate a situation of this nature.

We provide training with unique methods to cultivate and produce effective de-escalation skills. Employees will have the ability and confidence to professionally manage incidents of this nature.

ADDRESSED:

- **Representing both the company and the customer in the arena of conflict**
- **Remaining professional while the people around you act like amateurs.**
- **Dealing with verbally abusive or hostile language.**
- **Thirteen things never to say to say when trying to reduce conflict and resolve problems.**
- **The “Three Truths” of communicating effectively.**
- **The Five-Step approach for redirecting behavior**
- **An effective strategy in communication and problem solving: L.E.A.P.S.**
- **Situational Awareness training**