

Law Enforcement Training Notice

Attn: Admin/Training Coordinator

Conflict Management: Four-Day Instructor Certification

Prevent & Mitigate Violence

Control Crisis & Aggression

Don't Look Bad On YouTube

De-Escalate Anger & Resistance

Avert Verbal & Physical Attacks

In partnership with the Mission Health System

Instructor: Gary Klugiewicz, Internationally Known Communication Training Expert

Asheville, NC

Tuesday, March 28, 2017 to March 31, 2017

Regular Registration \$1,497 | **Super Saver Registration: \$997 (Credit Card Only)**

This course certifies participants as **Verbal Defense & Influence™** (VDI) Instructors so, upon successful completion, they can teach VDI within their organization.

Participants can come from any organization that wants to have an internal expert (or experts) in **how to better manage conflict** — either with their clients, between departments, among team members or between supervisors and employees. Certified instructors are generally from disciplines having significant public contact (e.g., public safety, healthcare, education, security, hospitality, transportation, government services).

By adding a conflict management instructor to your team you'll have the internal capability to train your personnel to have a **preplanned and practiced approach to managing conflict and communicating under pressure**.

Verbal Defense & Influence field-proven methodology has been taught to hundreds of thousands worldwide over the last 30+ years and has been shown to **reduce complaints, liability and injuries, while improving team performance, morale and overall safety**. Here's just some of what is taught:

- Indicators of pending-violence and prior-trauma
- Non-escalation strategies (prevent conflict instead of having to de-escalate it)
- How to thoughtfully respond to conflict (instead of impulsively reacting)
- Tactics to address the entire spectrum of human conflict
- How to achieve the best possible outcome and improve future interactions
- How to develop a guardian (“ethical protector”) mindset, implement procedural justice and enhance community engagement

This course uses Vistelar's proprietary “fire-drill” (activity-based) vs. “fire-talk” (lecture-based) methodology and focuses on **Situational Based Learning™**

To learn more:

Go to: www.vistelar.com/training-calendar

Contact Vistelar (877-690-8230 | info@vistelar.com)

Mission Health System Executive Director of Security Robert Whiteside
(828-213-3675 | Robert.whiteside@msj.org)