

# Law Enforcement Training Notice

## Attn: Admin/Training Coordinator

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**Conflict Management: Four-Day Instructor Certification**  
**Prevent & Mitigate Violence**                      **De-Escalate Anger & Resistance**  
**Control Crisis & Aggression**                      **Avert Verbal & Physical Attacks**  
**Don't Look Bad On YouTube**

**Instructor: Dave Young, Internationally Known Law Enforcement Training Expert**

**Tuesday, May 1, 2018 – Friday, May 4, 2018**

**Eaton County Sheriff's Office  
1025 Independence Blvd  
Charlotte, MI 48813**

**Regular Registration \$1,497 | Super Saver Registration: \$997 by March 22<sup>nd</sup> (Credit Card Only)**

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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 training aligns with the Final Report of the President's Task Force on 21st Century Policing.

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](http://www.vistelar.com/training-calendar)  
Contact Vistelar (877-690-8230 ; [info@vistelar.com](mailto:info@vistelar.com))  
Contact Captain Jeff Campbell ( [jcampbell@eatoncounty.org](mailto:jcampbell@eatoncounty.org); 517-543-5250)