CONFLICT MANAGEMENT FOR CONTACT PROFESSIONALS FOUR-DAY INSTRUCTOR CERTIFICATION

POINT-OF-IMPACT NON-ESCALATION, DE-ESCALATION AND CRISIS INTERVENTION TACTICS FOR CONTACT PROFESSIONALS

In partnership with US Army Corps of Engineers
Instructor: Dave Young, Co-Founder Vistelar

Block 300 SW 1st Ave, Portland, OR 97204

Tuesday, February 26, 2019 to Friday, March 1, 2019
Regular Registration - $1497, Early Bird Registration - $1297

This **four-day course certifies participants** as instructors so, upon successful completion of the program, they can teach this course within their organizations.

You will gain the knowledge, skills and abilities to interact with anyone — in person, by phone or in writing — and to:

- Not cause conflict or unnecessarily escalate situations
- Confidently and professionally deal with verbal abuse
- Engage in difficult conversations and mediate positive outcomes
- Effectively de-escalate conflict
- Persuade others to cooperate
- Stay safe in crisis situations
- Know what to do when word-based tactics fail
- End an interaction in a better place than where it started
- Look good on camera no matter where an interaction ends up

When broadly taught within an organization, results include:

- Higher levels of customer* satisfaction — * citizens, clients, patients, students, the public, etc.
- Improved team performance, morale and safety
- Reduced complaints, liabilities and injuries
- Protected reputation, culture and agency continuity
- Reduced harm from emotional or physical violence
- Decreased stress levels, lateral violence and bullying
- Less compassion fatigue, absenteeism and turnover

This course is designed for developing instructors of "contact professionals" — individuals working in public safety, law enforcement, healthcare, education, transit, parking, casinos, etc

To learn more: Go to: www.vistelar.com/training-calendar

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

Contact Tamara Schroeder (541-942-5631; tamara.r.schroeder@usace.army.mil

MEMBERS OF THESE ORGANIZATIONS CAN CONTACT BILL SINGLETON AT 414-507-6762 OR WSINGLETON@VISTELAR.COM TO INQUIRE ABOUT RECEIVING A SPECIAL ORGANIZATIONAL RATE

National Retail Federation:
Vistelar is the preferred conflict management vendor of choice for NRF members. NRF partnered with Vistelar because they are the leaders in providing training programs designed to prevent and manage conflict by using non-escalatory and de-escalatory verbalization skills.

International Association of Campus Law Enforcement Administrators:
We are proud to be IACLEA's conflict management training partner. Unlike other de-escalation programs available, Vistelar's trainings bring unique enhancements such as Non-Escalation, tools for ending an interaction successfully, an emphasis on recognizing and responding to a threat as well as providing physical alternatives.

International Association of Director's of Law Enforcement Standards & Training:
Vistelar is extremely proud to announce that our four-day conflict management instructor school (Verbal Defense & Influence for Law Enforcement Professionals) has been nationally certified by the International Association of Directors of Law Enforcement (IADLEST).

With this certification, Vistelar's non-escalation, de-escalation and crisis interventioninstructor course is now accepted by all participating P.O.S.T. organizations. In other words, the course may qualify for continuing education credit through your state P.O.S.T. if the state recognizes the IADLEST certification.

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