



PRINCIPALS OF STABILIZATION AND CONTROL (P.O.S.C.®) FIVE-DAY INSTRUCTOR CERTIFICATION

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

Instructor: Gary Klugiewicz, Co-Founder of Vistelar

Alverno Hall, Alumnae Hall, RC102E, 3400 S 43rd St, Milwaukee, WI 53234

**** PREREQUISITE: FOR CERTIFIED VDI INSTRUCTORS ONLY ****

Monday, December 16, 2019 to Friday, December 20, 2019

Regular Registration - \$1497

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

Course Description

This course covers all the material in the Healthcare High-Risk Area Staff program, with additional instruction on defensive tactics that go beyond Proxemics 10-5-2 and basic personal defense. This hands-on course teaches how to mesh verbal skills with physical alternatives in situations when an individual is physically acting out and physical engagement cannot be prevented (non-escalation), avoided (deescalation) or disengaged from. The emphasis in this course is on using the lowest level of intervention, minimizing the length of the intervention and use of team tactics.

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 "healthcare professionals" – individuals working in hospitals, emergency departments, or gatekeeper staff, etc

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

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

Building Contact: Kathleen Keller (414) 382-6262; kathleen.keller@alverno.edu)



**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 intervention instructor 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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