

Dispatch Judo™

Verbal Defense and Influence for Emergency Communications



Continuing Education

Classroom Time: 16 hours (2 Day) — **Price:** \$369 per student

Volume discounts available... please call for pricing

**EXCLUSIVE NEW CLASS
BY POWERPHONE**

WHEN YOU ANSWER THAT 9-1-1 CALL, IS THE PERSON ON THE OTHER END ALWAYS HAPPY, COMPLIANT AND RESPECTFUL?

Chances are, you're dealing with people every day that are frantic, hysterical, enraged, and rude. Finally, there's a course that addresses a major need in many call centers, whose primary business is communication: how to successfully handle and defuse verbal conflict while maintaining professionalism. Through an exclusive partnership with the Verbal Judo Institute, PowerPhone is proud to offer **Dispatch Judo: Verbal Defense & Influence for Emergency Communications**, based on the concepts of Verbal Judo, a well-established method of providing public safety personnel with effective tactical communication skills.

EXCLUSIVE PARTNERSHIP WITH VERBAL JUDO INSTITUTE LEADERS IN THE INDUSTRY

The internationally recognized Verbal Judo Institute was founded in 1983 by Dr. George Thompson ("Doc Rhino"), Ph.D., to teach individuals how to defuse conflict and redirect behavior with words. Verbal Judo was originally developed for police, corrections and security professionals and is now a required course in numerous states. Today, the Verbal Judo Institute has trained more than one million individuals, and now PowerPhone customers can feel the force of being trained in the principles and tactics of Dispatch Judo.

INTRODUCING POWERPHONE'S NEWEST CLASS: DISPATCH JUDO

PowerPhone's 16-hour Dispatch Judo program, specially-tailored after Verbal Judo techniques, will train participants how to take responsibility for and manage their individual communication style. Students will spar with fellow classmates in a training format structured specifically to promote an interactive, experimental and learner-centered approach, using scenario-based instruction to build on the knowledge and experience of participants.

Just like the principle of Judo itself, using the energy of others to master the situation, the course will teach students to manage verbal resistance and de-escalate confrontation through the use of effective verbal commands. It will emphasize the ethical components of intervention to change behavior. Whether the caller is a frightened victim, a hostile suspect or a frantic passerby, students will know how to maintain control of any given situation and get the outcome they desire.

TOPICS COVERED INCLUDE:

- Goals of professional intervention (G.V.C.)
- Force options when words alone fail (S.A.F.E.R.)
- Peace phrases
- Art of Representation
- Active listening communication skills (L.E.A.P.S.)
- Paraphrasing
- Three Street Truths
- Non-verbal communication
- Proxemics
- Making initial contacts in eight steps
- Managing verbal resistance in five steps
- Art of Translation and Mediation

STUDENTS WILL LEARN HOW TO:

- Understand the traits of a professional
- Keep professionally detached
- Recognize the three kinds of people and how to adapt their communication style to each
- Handle verbal abuse
- Control their weaknesses
- Intervene when other staff are acting unethically
- Debrief an incident in order to improve future performance
- Defend their actions to supervisors and in litigation

ENROLL IN A CLASS TODAY.

Call 800.537.6937 or visit www.powerphone.com to enroll.

NOW BOOKING!

PowerPhone is looking for agencies across the country to host our **Dispatch Judo** class. Call us at 1.800.537.6937 to learn more about bringing this program to your agency!