

# VERBAL S.W.A.T. STRATEGIES WITH AUTHORITY AND TACT

*During this interactive and educational training seminar, attendees will learn how to minimize conflict situations through verbal and non-verbal communication skills.*

## About the instructor

Jesus M. Villahermosa, Jr. was a Deputy Sheriff with the Pierce County Sheriff's Department for 33 years. He began his own consulting business in 1986 and primarily focuses on the issues of school related and workplace violence as well as using verbal and non-verbal skills to defuse highly volatile situations.

Jesus provides the attendees with thought provoking ideas, practical application of taught techniques and real-life stories in an interactive and humorous manner.

## The participant will

- Become effective in four critical active listening skills
- Understand to cue in on body language identifiers indicating potential aggression
- Learn to defuse by utilizing both body language identification and verbal calming techniques
- Learn verbal self-management tools so you can manage yourself, others and situations effectively and safely
- Elevate awareness of your office space to increase success of your safety plan
- Turn threatening into safe and controlled

**Registration begins at 8:00 am**

**Training begins promptly at 8:30 am and  
ends at 5:00 pm**

*Lunch will be provided*

### Class Location

Spokane County  
Yakima County  
Cowlitz County  
Chelan County

### 2018 Dates

April 11th  
May 10th  
August 2nd  
August 22nd

## 4 ELECTIVE CREDITS

### **Information, Registration and Fees**

Please register online at [www.wcrp.info](http://www.wcrp.info): click on the Training tab, then select WCRP Events & Training Online Registration Form. Site address and driving directions are provided with your online registration confirmation.

### **Fee**

**No charge** for Member County Attendees, **\$99** for Non-Members (will be invoiced following the training)

### **Questions?**

Contact Hanna Braennstroem at 360-292-4482 or [hanna@wcrp.wa.gov](mailto:hanna@wcrp.wa.gov)