

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

September 24, 2019 - Yakima County

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

Lunch will be provided

**Click on the training date and hosting county for
training location!*

4 Elective CPO Credits!

REGISTER NOW!

Please [CLICK HERE](#), or register *online* at www.wcrp.info: Hover over the Member Services tab, click on Training, then select WCRP Events & Training Online Registration Form. Site address will be provided with your online registration confirmation.

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

Questions? Contact Erin Konrady (360) 292-4483 or erin@wcrp.wa.gov