



Verbal S.W.A.T. Strategies With Authority and Tact

September 13 | 8:30am-4:30pm

Lunch provided

Hosted by Kittitas County

-CANCELLED-

ABOUT THE INSTRUCTOR: Jesus M. Villahermosa, Jr., was a deputy sheriff for 33 years and served on the S.W.A.T. team for 30 years as the point man on the entry team. Jesus' career in law enforcement and public safety fueled his passion for people and their emotional, mental, and physical security. Early in his career, Jesus noticed how body language, communication, and compassion could defuse people in crisis and make a more meaningful impact. Since starting his own consulting business in 1986, Jesus has taught his proven verbal de-escalation and safety-related skills to over 900,000 individuals. Under Jesus' interactive and humorous approach, Crisis Reality Training has grown to international prominence. Jesus successfully provides thought provoking ideas, practical application of proven techniques, and real-life stories while conducting speaking events to colleges, universities, and large corporations.

DESCRIPTION: Jesus will discuss the many reasons behind the current levels of emotional volatility that employees are experiencing and why understanding that will help us navigate a conflict with safer outcomes. He will then discuss the criticality of body language recognition before and during conflict, and the importance of utilizing empathy while diffusing conflict. **Participants are required to partake in several role-play drills with varied partners throughout the training. If you are unable to engage and participate in these drills, please do not register to attend.**

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

AUDIENCE: Recommended for staff in all work environments and at all levels (WCRP members only). Registration Required.

REGISTRATION CAP: Limited to 50 attendees per session.

REGISTRATION & FEES: This training is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$50 no-show fee may be assessed for those who do not attend and have not provided a cancellation notice 24-hours in advance.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Register online at www.wcrp.info: Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

QUESTIONS?

Contact the WCRP Member Services team: MemberServices@wcrp.wa.gov or (360) 292-4490

