



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

- *Whatcom County employees - by invitation only* -

October 27 | 8:30am-5:00pm

Lunch provided

Hosted by Whatcom County

Fox Hall Event Center

1661 W. Bakerview Rd.

Bellingham, WA 98226

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 diffuse people in crisis and make a more meaningful impact. Jesus began his own consulting business in 1986 teaching his proven verbal de-escalation and safety-related skills. 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.

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: County field staff, especially those visiting citizen property in the course of their duties. This class is limited to Whatcom County employees, by invitation only.

REGISTRATION CAP: Limited to 50 attendees.

REGISTRATION & FEES: This class is available at no charge to Whatcom County employees, by invitation only.

\$50 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the training.

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 if this training becomes 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

