

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.

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.

Audience: Citizen facing roles, field employees, risk managers, and all other county employees welcome.

Overview: 8:30am to 5:00pm (morning refreshments and lunch provided)

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

Dates and Locations:

* **Monday, September 14, 2020 – Chelan County - CANCELLED**

Confluence Technology Center
285 Technology Center Way #102
Wenatchee, WA 98801 | [MAP](#)

Registration and Fees: 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. **No charge** for member county attendees, **\$99** for non-members (invoiced after the training).

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