



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.

**Please
Note**

The intended audience for this training is:

County Corrections and Law Enforcement Officers

About the instructor

Jesus M. Villahermosa, Jr. retired in 2014 as a Sgt. from the Pierce County Sheriff's Department after 33 years of dedicated service. He spent 30 years on the Pierce County Sheriff's Department S.W.A.T. Team where he served as the Point Man on the Entry Team. Jesus began his own consulting business in 1986 and has since taught almost 700,000 professionals and students from around the country in areas covering Surviving the Active Lethal Threat, Workplace Violence Prevention, Gangs, Verbal S.W.A.T. and numerous other safety related training topics. He has trained with numerous elite military forces and has put that training into use during live situations including hostage rescue.

Jesus will provide attendees with thought provoking ideas, practical application of the taught techniques and real life stories from the streets in an interactive, humorous and professional manner.

The participant will

- Learn to control their "hot buttons" when confronted by sarcastic and facetious behavior with a citizen
- Understand and learn how the A, B, C's, affect behavior and cognition, can allow you calming time so you don't over react in such a way where you are the next viral hit on social media and find yourself under investigation!
- Realize when to walk away from a non-criminal interaction
- 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

Doors open at 8:00 am

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

<u>Class Location</u>	<u>2018 Dates</u>
Okanogan County	September 11

4 ELECTIVE CREDITS

Lunch will be provided

Information, Registration and Fees

Please register online at 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