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Wait! Did That Just Happen!?!

Verbal De-Escalation

Especially now, as we encounter more and more people that are frustrated and upset, it's easy for situations to "Escalate" and for us to wonder... "Wait!? Did That Just Happen?" In this session, Paul draws on his 12 years of experience in Law Enforcement, which includes time in Reactive Patrol and being a Street Gang Detective. He shares effective "Real world" concepts that he's been teaching participants for over 25 years. These concepts support them to remain more present and calm amidst tense situations and escalated conflict.

Participants learn how to support customers and clients through challenging situations, allowing them to shift out of their anger. They see how to problem solve various conflict scenarios by identifying the best resolution strategy, staying "separate" from what's happening in front of them and by re-directing the focus back to the overall goal.

They also identify personal triggers within themselves and discover effective ways to recover, work through and avoid them all together. They develop the skills to not "engage" in arguments, insults or other external factors while they work on positive problem solving during a situation.

Upon completion, participants should be able to:

- Identify Self Triggers
- Use the four step Verbal De-Escalation process
- Practice "mock" scenarios
- Communicate in crisis situations
- Engage in self-care
- Recognize signs of conflict escalation
- Resolve and work through conflicts easier

What they're saying:

"Paul brings his own life experiences as examples and lets you practice with his tools. I liked how he helps you deal with everyday circumstances. The tools will work in everyday life!"

Carmen Hernandez

"Paul is very easy going and great at communicating. This will be valuable to me as I work with customers every day. Paul is a great instructor and this is a great class!"

Chris Dickinson