



TRAINING ANNOUNCEMENT

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October 27, 2015

Course Title: Surviving Verbal Conflict
Date: March 1st and 2nd, 2016
Time: 0800 - 1700 hrs
Location: Wytheville Meeting Center
333 Community Center
Wytheville, VA 24382

Cardinal Criminal Justice Academy along with Southwest Virginia Criminal Justice Training Academy and New River Academy will be co-hosting “Surviving Verbal Conflict” on March 1-2, 2016. This training will be held at the Wytheville Meeting Center.

Today’s increased service demands and scrutiny placed on public safety officials have resulted in a growing need to master verbal conflict management skills. When negative verbal conflicts escalate to the point where physical intervention is used, criticism often results when it is later discovered that there is little evidence of verbal de-escalation techniques employed by officers. This is particularly true when incident video and audio reviews are utilized. In some cases, it has become clear that the verbal actions of the public safety responder served to escalate the situation. Have we adequately trained our personnel to successfully manage and respond to verbal confrontations in a professional manner?

Course Objective:

- Improve public safety professionals’ verbal communications skills
- Learn proven verbal abuse deflection and redirection techniques

- Diffuse potentially volatile verbal encounters
- Increase citizen compliance
- Raise organizational morale and reduce complaints
- Enhance the agency's image throughout the community
- Reduce legal liability

In-service Credit: 16 hours of career development

Fee: No fee

Please contact Cindy at Cardinal Criminal Justice Academy, 540-375-3095 or by email csarver@cardinalacademy.org to register.