



## **Verbal Defense and Influence**

### **Two Day Basic Course**

The Two Day Basic course will provide participants with a thorough introduction to the Verbal Defense & Influence system, with an emphasis on creating and rehearsing responses to common situations encountered by the participants that integrate and apply the principles of Verbal Defense & Influence in a holistic manner.

Verbal Defense & Influence is a comprehensive approach to human interaction. The principles of Verbal Defense & Influence reduce conflict, generate voluntary compliance, and increase personal safety in all aspects of daily life. This system provides the tools to improve participants' interpersonal skills, develop self-confidence in dealing with others, interact with others effectively, and maintain their physical, mental, and emotional safety even in crisis situations.

This field-proven methodology has been taught worldwide over the last 25+ years in fields as diverse as law enforcement, health care, education, customer service, private security, sales, social services, and and corporate businesses.

The Two Day Basic course is taught using Vistelar Group's proprietary “Emotionally Safe Performance-Driven Instruction” method. Our instructors use experiential, research-based, practice-oriented instructional methods to build participant enthusiasm and skill. This method helps participants develop mastery in applying techniques to concrete situations so they can successfully use our skills today and for the rest of their lives.

#### **Course Benefits:**

By the end of the course, participants will have learned tools and strategies to:

- Respond to interpersonal conflict
- Manage verbal abuse and bullying
- Keep conflict from escalating into confrontations
- Defuse confrontations
- De-escalate violence
- Maintain personal safety
- Build cooperation and collaboration
- Improve customer service skills
- Conduct difficult conversations
- Lower workplace stress levels
- Enhance professionalism



### **Course Objectives:**

By the end of the course, participants will be able to:

- Explain the fundamental elements of the Verbal Defense & Influence system
- List, explain, and describe the personal relevance of the 5 Maxims
- Explain the importance of Being Alert & Decisive, Responding, and Not Reacting
- Discuss and demonstrate techniques to Be Alert & Decisive, Respond, and Not React including Emotional Guards and Proxemics
- Explain and demonstrate the Showtime tactics
- Perform Showtime tactics while demonstrating other Verbal Defense & Influence skills
- Perform a Universal Greeting in a variety of situations
- Explain and perform the Beyond Active Listening tactics
- Use Beyond Active Listening tactics to improve responses in case studies and participants' own experiences
- Perform a variety of Redirections
- Create and perform a script for a Redirection in their professional or personal life
- Explain the elements of the Persuasion Sequence
- Perform a Persuasion Sequence
- Create and perform a script that integrates Redirections into the Persuasion Sequence
- Explain and demonstrate the Closure Principle in a variety of situations
- Identify indicators for When Words Alone Fail
- Develop and practice response tactics for When Words Alone Fail
- Explain the principles of Bystander Mobilization
- Demonstrate the three methods of Ethical Intervention
- Describe pre-intervention and post-intervention actions in order to normalize Ethical Intervention
- Explain the importance of Reviewing & Reporting an incident
- Conduct a post-incident Review & Report
- Develop an action plan using the Review & Report principles
- Present a Peace Story of successful conflict resolution using the Verbal Defense & Influence principles

### **About the Instructors:**

Verbal Defense & Influence was developed and is taught by a nationwide group of experts in a wide variety of fields. This broad-based group brings over 100 years of combined experience in addressing human conflict, with the common goal of reducing the discord and violence that we see and hear in our daily lives.