



Verbal Defense and Influence

Eight Hour Basic Course

Course Description:

The Eight Hour Workshop will provide participants with an introduction to the Verbal Defense & Influence system.

Verbal Defense & Influence is a comprehensive approach to human interaction. The principles of Verbal Defense & Influence reduce conflict, generate cooperation, 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 health care, education, customer service, private security, sales, law enforcement, social services, and corporate businesses.

The Eight Hour 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
- Explain the importance of Being Alert & Decisive, Responding, and Not Reacting
- List and explain the 5 Maxims
- Demonstrate the Showtime tactics
- Perform a Universal Greeting
- Demonstrate the Beyond Active Listening tactics
- Perform a Redirection to deflect verbal abuse
- Identify the elements of the Persuasion Sequence
- Explain the Closure Principle
- Identify indicators for When Words Alone Fail
- Demonstrate Bystander Mobilization tactics
- Deliver an incident Review & Report

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.