

Law Enforcement Training Notice

Verbal Defense & Influence:

A Pre-planned Approach to Manage the Spectrum of Conflict

In partnership with the Austin Police Department

Instructors: Dave Young & Gary Klugiewicz

Internationally Known Law Enforcement Training Experts

Austin, TX

Monday, October 9 to Thursday, October 12, 2017

Regular Registration \$1,997 | **Early Bird \$1,397 (credit card only)**

Topics Include: Prevent & Mitigate Violence
Control Crisis Response & Aggression
De-Escalate Anger & Resistance
Avert Verbal & Physical Attacks

What is VDI: Verbal Defense & Influence (VDI) is specialized communication training that covers non-escalation (conflict prevention), de-escalation and crisis intervention strategies.

Why: Building expertise in conflict management is essential in these times of intense public scrutiny across all industries. Potentially dangerous or volatile conflicts in the workplace are not confined to law enforcement practitioners. And they never look good on YouTube.

Conflict scenarios can arise between an organization and its clients, between departments, among team members or between supervisors and employees. An employee who receives VDI certification becomes an in-house expert at the organization to assist others to better manage conflict and communicate under pressure.

Use of VDI tactics has been proven to reduce complaints, as well as liability and injuries, while at the same time, improving team performance, morale and overall safety.

VDI has long been a tool used by law enforcement to assist officers in de-escalating a situation – keeping it from spiraling out of control. Our instructors, all with lifetime backgrounds in law enforcement, have taught VDI worldwide to help organizations manage conflict in the real world.

Contact the Host: Michael Barker | 512-974-5341 | Michael.Barker@austintexas.gov

Contact Vistelar: Via email info@vistelar.com or call us 877-690-8230