



PROPOSAL

Verbal De-escalation

Surviving Verbal Conflict®



One-Day Orientation Program

Course Date:

TBD

Submitted By:

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Dolan Consulting Group

The Dolan Consulting Group (DCG) LLC is an organization of public policy experts who address issues related to public service provision organizations, such as law enforcement agencies, corrections agencies, fire departments, emergency medical services, hospitals, and school districts. We provide services such as assessments, training, and research with the goal of improving the operations and outputs of these agencies through evidence-based solutions. Our staff include former public safety leaders, attorneys, and statisticians, all of whom also have real world experience working in government and conducting quality training.

Course Description

Surviving Verbal Conflict®: “What Every Public Safety Professional Needs to Know About Verbal De-escalation”

7.0 Training Hours

Today’s increased service demands and scrutiny placed upon public safety professionals have resulted in a growing need to master verbal conflict management skills. When negative verbal encounters escalate to the point where physical intervention is used, criticism often abounds when it is later discovered that there is little evidence of verbal de-escalation techniques employed by our personnel. 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 responders actually served to *escalate* the situation. Administrators are now asking, *have we adequately trained our personnel to successfully manage and respond to verbal confrontations in a professional manner?*

Surviving Verbal Conflict® training provides public safety professionals with time-tested communications skills proven to help de-escalate volatile situations, safeguard fellow officers’ emotional and professional well-being, and significantly enhance the agency’s professional image. And, in the event that de-escalation proves impossible, the utilization of these techniques makes use of force decisions more readily defensible in the courtroom and in the public eye.

Training Objectives

1. Improve public safety professionals' verbal communication skills
2. How to apply **Rhetoric- Aristotle's Art of Persuasion** (*The art of using speech to persuade*) when deflecting & redirecting verbal abuse
3. Develop an understanding of Chief Dolan's "Guardians of the Peace" concept "Language of the Street Fallacy", "TUI Pattern" (*texting, typing or talking under the influence*)
4. Diffuse potentially volatile verbal encounters
5. Avoid the "Rope-A-Dope Syndrome"
6. Significantly enhance the agency's image throughout the community
7. Discover How "Bystander Effect" & "Groupthink" may be confronted to reduce complaints
8. Understand "Verbal Contact & Cover" principles
9. Apply the FAA's "Sterile Cockpit Rule" on duty
10. Understand the importance of "Chief Dolan's 24-Hour Rule" as a key component of communication success

Presentation Outline

- 8:00 AM – 8:30 AM Welcome and Introductions
- 8:30 AM – 9:45 AM Verbal Conflict is A Fact of Life
- A Life Mastering Verbal Conflict- And Still Learning
 - Don't Let Your Training Tape Run Out
 - ✓ *Traffic Stop*- Handling a tough case ...cold! Practical Exercise
 - SVC- What it is- "Live Long and Prosper"- *Simple enough- even a chief can do it*
 - Goals- My Personal Message to You
 - ✓ SVC Will Save Your Career and More- Overcome Hypervigilance
 - ✓ Be Who You Admire
 - ✓ How to Raise Morale at Work and Home
 - How to Get the Most Out of This Course?
 - ✓ Getting to the Carnegie Hall of Communication- Practice, Practice, Practice
 - ✓ Course Overview
 - Subject Control Options Discussed During this Presentation
- 10:00 AM – 11:00 AM How "Guardians of the Peace" Verbally De-escalate Conflict – Winning Community Confidence and Trust

- *We are Guardians of the Peace*
 - ✓ GALLUP: American Faith in Honesty, Ethics of Police Rebounds
- *Warning Signs-* Notice when Verbal Conflict is About to Change Your Career and Your Life and Not in a Good Way
- The Descendants of Valley Forge Want to Know WHY
- Connect to the Wisdom of Aristotle- Introducing Chief Dolan's *Rhetorical Continuum*
 - ✓ *Ethos*
 - ✓ *Logos*
 - ✓ *Pathos*

11:15 AM – 12: 00PM *Rhetorical Continuum- **Situation I*** How Would Aristotle De-escalate People

- Meet and Greet Basics: Ethos- Ethical Appeal
 - ✓ Manage Your Moment of Truth
 - ✓ From the Receiver's Point of View- 93% Delivery Style
 - ✓ Human Universals
- Chief Dolan's *Language of The Street Fallacy*
- Avoid Creating Officer Jeopardy
- Chief Dan Savages' "GRR Concept"

12:00 PM – 1:00 PM Lunch

1:00 PM – 2:00 PM *Rhetorical Continuum- **Situation I*** (Continued)

- Get Ready "*Officer Shit Storm is on Scene*"
- *Rhetorical Continuum- **Situation II***
 - ✓ Explain: Logos: Logical Appeal- Explain the WHY
 - One Voice
 - ✓ The *Rhetorical Continuum* in Action
 - Traffic Stops
 - Calls for Service
- *Rhetorical Continuum- **Situation III***
 - ✓ Options- Pathos- Emotional Appeal
 - ✓ What's in this for me? - Greed Motivates
 - ✓ Alternatives/Consequences
 - ✓ Act/Closure- *To Comply or Not Comply, The Citizens Decision*
 - ✓ Resolve the Conflict
- Exhaustion of the Rhetorical Continuum Strategies
 - ✓ Confirm Decision
 - ✓ Take Enforcement Action or Tactically Disengage

2:15 PM – 3: 15 PM The Veteran Communicators Overriding Question- "*Just How Important is All This?*"

- *Empathize*- See the World Through the Eyes of the Other
 - ✓ Avoid Being *Rope-A-Doped*
 - ✓ Replay- “Let Me Start Over, That Didn’t Come Out Right”
 - ✓ Find Common Ground- “I see Where You’re Coming From, If You Were A Police Officer What Would You Do If Someone....”
 - ✓ Provide People with Choices/Options- And, There Is Always a Better Option/Choice. (*Alternatives & Consequences*)
- *Deflect*- Deflect Verbal Abuse- I hear what you’re saying “HOWEVER””
 - ✓ “Don’t Debate When You Are Trying to De-escalate”-Dolan
 - ✓ Don’t Bring Negative People Home with you for Dinner
 - ✓ Practice Chief Dolan’s Verbal Contact & Cover Principle
 - Confront the “Bystander Effect” & “Groupthink”
 - Sergeant Coffee Wants to Talk to YOU!
- More Tools for Your Tool Box
 - ✓ *More with Twenty-our*- Chief Dolan’s 24- Hour Rule
- *TUI*- Talking, Texting or Typing Under the Influence of a Substance, Anger, Rage, or Greif
- Apply the FAA Sterile Cockpit Rule at Work
- Manage the Crime Scene Social
- Dust'em Off- Sgt. Jim Dolan- Leave People Understanding the Reason for Your Actions

3:30 PM – 4: 30 PM The Nuts and Bolts of Surviving Verbal Conflict- What Works

- *Listen*- Just Don’t Wait To Talk: Gather Intel
 - ✓ *Body Language*- “Your Body Language Shapes Who You are”- Amy Cuddy
 - ✓ Watch for Verbal and Non-Verbal Pre-Attack Indicators- The Body Has a Difficult Time Lying
 - Beware of Your Personal Danger Zone
 - Interpersonal Cues Predicting Violence- Johnson, Ph.D.
 - ✓ Paraphrase- Reflect Back Your Understanding on What Was Said
- *Focus*- You Are *The* Professional
 - ✓ Single Voice- One Person Talks at a Time
 - ✓ Proceed with Caution- Agreeable, Challenging & Manipulative People
 - ✓ Take *Time Outs*- Use the Time Out Sign to Slow Things Down When Needed

4:30 PM – 5: 00 PM Review Course Take-A-Ways

- Review
- Closing Comments
- Speaker Evaluations & Certificate Presentations

Instructors Qualifications & Experience

DCG utilizes a cadre of instructors trained, vetted, and certified to teach *Surviving Verbal Conflict*® to the performance standards demanded by our company. Listed below are the instructors that will be assigned to this project. Each of the instructors listed below has hundreds of hours of experience teaching *Surviving Verbal Conflict*® courses to public safety professionals. Which instructor that will be utilized will depend on individual instructor availability on each training date.

Daniel C. Nieters

Lieutenant, Raleigh Police Department, NC

Daniel is a graduate from North Carolina State University and a 14-year police veteran of the Raleigh Police Department. He was promoted to corporal in 2004 and was transferred to the Raleigh Police Training Academy in 2007. He was promoted to sergeant in 2010 and remained at the Training Academy as the Raleigh Police Commandant. Prior to his recent promotion to lieutenant, he served as a field operations sergeant.

During his career, he has trained over 400 basic and lateral police recruits. He presented at the Problem Oriented Policing Conference for Speeding in Residential Neighborhoods in 2002 and received a Goldstein Award for his effort. Daniel developed and implemented a Field Training Program for the Raleigh Police Department creating consistency between the Academy and the field.

Daniel is an instructor in Defensive Tactics and is very passionate about training police officers and public service professionals in the use of verbal de-escalation skills. He has trained hundreds of sworn and civilian personnel in the field of *Surviving Verbal Conflict* and has been rated as an outstanding career-impacting instructor.

Paul W. Luster

Captain, Kansas City Police Department

Paul Luster is a 19-year veteran of the Kansas City, Missouri Police Department currently holding the rank of Captain. He brings a unique blend of professional experience to the classroom having served assignments in patrol, investigations, and

administration bureaus. In addition to his regular duties, he instructs leadership and communications courses on a regular basis.

Students enjoy Captain Luster's humble approach, humor, and ability to engage the class throughout training courses. Captain Luster continuously researches current topics and trends and incorporates them into training opportunities. He emphasizes the importance of effective communication and how it plays a significant role in the many facets of policing.

Throughout his career Captain Luster has received numerous awards and commendations including the department's Certificate of Commendation, Meritorious Service Award, and Special Unit Citation. Captain Luster graduated *magna cum laude* from Park University with a Bachelor of Science Degree in Criminal Justice - Law Enforcement and holds several specialty instructor certifications.

He has been published in the topic of effective communications in policing. Captain Luster is currently assigned to the department's regional criminalistics laboratory.

Chuck L. Wilson

Captain, New Hanover County Sheriff's Office, NC

Captain Wilson has been a member of the New Hanover County Sheriff's Office since 1996. He is currently serving as the Division Commander for the Support Services Division. He has previously served as the Assistant Division Commander for the Support Services Division and the Vice and Narcotics Division. Captain Wilson also served as the Internal Affairs Coordinator, the Emergency Response Team Commander, and as Patrol Supervisor.

Captain Wilson was a founding member of the Sheriff's Peer Support Group and currently oversees the Peer Support Group as one of his collateral duties. The Peer Support Group coordinates post critical incident debriefings for law enforcement officers who have been involved in critical incidents.

During his career Captain Wilson, has worked in the Custody Division, Civil Division, Patrol Division, Support Services Division, and the Narcotics Division. While in the Patrol Division, Captain Wilson worked as a field training officer, a traffic deputy, and as an assistant street supervisor.

Captain Wilson has over 2,000 hours of law enforcement training. He completed the Administrative Officers Management Program (AOMP) at North Carolina State University's School of Government in 2012. He is certified as a law enforcement instructor in North Carolina

and enjoys teaching law enforcement officers about stress management, ethics, and leadership. Captain Wilson is a graduate of the FBI Nation Academy (class #258).

Captain Wilson is a United States Marine Corps veteran having received an honorable discharge for his service from 1990-1994 and again he received an honorable discharge for his Service from 2001-2004.

Eric Sweden

Lieutenant, Raleigh Police Department, NC

Lieutenant Eric Sweden began his career in public safety as a volunteer fireman. He was then a full-time paramedic, training officer and supervisor in Hartford, Connecticut before teaching EMS programs at the Emergency Training Center (affiliate of the University of Connecticut, School of Medicine) and the University of Hartford. Eric then began his career in law enforcement with the Town of Old Lyme Police Department and attended the Connecticut Police Academy in 1990.

Eric has been with the City of Raleigh, North Carolina Police Department since 2000 and served as a patrol officer for six years before being promoted to Detective, serving as a general investigator. The following three years, he was then assigned to the department's 'Collision Reconstruction Unit' and then spent a year with the Department's full-time training academy before being promoted to Sergeant in 2011, where he currently serves as a Patrol Sergeant and Hostage Negotiator. Eric has lectured throughout the Southeastern United States in the areas of traffic safety, collision investigation, court testimony and conflict resolution.

He frequently teaches for the Raleigh Police Department as well as for the NC Conference of District Attorneys and NC Community College System. He has been qualified as an expert in both District and Superior Court for North Carolina in the areas of collision reconstruction and impaired driving.

Chief Harry P. Dolan, (Ret.)

Harry P. Dolan is a 32-year police veteran who brings 25 years of public safety executive experience to his courses. He retired in October 2012 as Chief of Police of the Raleigh Police Department and is now the CEO of Dolan Consulting Group LLC, an organization of public policy experts who address issues related to public service provision organizations, such as law enforcement agencies, corrections agencies, fire departments, emergency medical services, hospitals, and school districts.

Chief Dolan began his law enforcement career in 1980 as a deputy sheriff in Asheville, North Carolina, and served there until early 1982 when he joined the Raleigh Police Department. In 1987, he was appointed Chief of Police for the N.C. Department of Human Resources Police Department, located in Black Mountain. He served as Chief of Police in Lumberton, N.C. from 1992 until 1998 when he became Chief of the Police of the Grand Rapids, Michigan Police Department. Chief Dolan led the Grand Rapids

Police Department for nearly 10 years before becoming Chief of the Raleigh Police Department in September 2007.

Chief Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of service excellence, leadership & management, communications skills, and community policing. Past participants have consistently described Chief Dolan's presentations as career changing, characterized by his sense of humor and unique ability to maintain participants' interest throughout his training sessions.

Chief Dolan is a graduate of Western Carolina University and holds a Master's Degree in Organizational Leadership and Management from the University of North Carolina at Pembroke.

Pricing Schedule

\$4,950.00 All-inclusive contract fee for (1) One-day **Verbal De-escalation: Surviving Verbal Conflict®** orientation program (*fee includes all instructor related expenses; travel, lodging, meals etc. for instructors*). Host agency to provide training site, related logistics and copies of the workbook for attendees. No class size limit.

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