Verbal De-Escalation Training
Surviving Verbal Conflict®

THREE 1-DAY COURSES • SEATac, WASHINGTON

September 4th | September 5th | September 6th
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Today’s increased service demands and the 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 results when it is later discovered that there is little evidence of verbal de-escalation techniques employed by officers.

Verbal De-escalation training provides public safety professionals with time-tested communication skills proven to help de-escalate volatile situations, safeguard fellow officers’ emotional and professional well-being, and significantly enhance the agency’s professional image. The course also provides opportunities for the participants to engage in practical skill building so that when they complete the training they are well on their way to becoming more effective professionals in communication.

$195 per Attendee
DolanConsultingGroup.com
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Chief Harry P. Dolan (Ret.)
CEO, Dolan Consulting Group

Harry P. Dolan is a 32-year police veteran who served as a Chief of Police since 1987. As one of the nation's most experienced police chiefs, he brings 25 years of public safety executive experience to Dolan Consulting Group.

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, where he served as a patrol officer. 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 Police of the Grand Rapids, Michigan Police Department. He served in that capacity for nearly ten 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 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.

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