

Verbal Excellence

Winning with Words

May 8, 2015 - 8:00 am to 5:00 pm
at the Spokane County Sheriff's Training Center
10319 E. Appleway, **Spokane, WA**

Training made possible by the Spokane County Sheriff's Office

*** Communication Skills for Difficult or Violent People and Difficult Situations ***
*** Build Rapport * Increase Success * Improve Safety in Any Circumstance ***

Cost: Only \$99

when you register via website: www.code4.org

register via phone 800-622-9391 & cost is \$109

Cost includes attendance certificate & handout

Group discounts (10 or more)

Specific Course Topics Include:

- Verbal Persuasion of People
- 5 Core Tactics to Avoid Conflict
- De-escalation and Defusing in 1 Minute or Less
- The Tools to Build Cooperation
- Building Rapport for Efficiency/Discovering Truth
- Avoiding the #1 Form of Toxic Talk
- Listening for Threat Alerts & How to Respond
- Respond to Hostility without Sacrificing
- What is Not Verbalized: Reading the Body
- Professionalism and The Communication Process



Course Intended For:

- Anyone Dealing with Difficult People
- Government Staff
- Investigators (Public & Private)
- Transportation & Campus Safety
- Inspectors, Auditors & Examiners
- Code, Liquor & Gaming Staff
- Loss Prevention Personnel
- Legal & Court Professionals
- All Law Enforcement
- Front Desk Personnel
- Corrections/Probation
- Fire & EMS
- Airport Staff
- Licensing Investigators
- Security Professionals
- CSO's, Cadets, Reserves

Instructor:

Captain Joe Puckett spent 21 years in law enforcement, dealing with difficult, dangerous and violent people with various challenges to an efficient communication process. Joe Puckett developed an extreme interest in human behavior and effective communication to dealing with these difficulties, that was not regularly taught in our curriculum. Mr. Puckett seeks to share his experiences, insights and knowledge to help you be efficient, safer, more professional and less stressed in our dealings with difficult people. He receives high ratings on his instruction and has taught thousands of public safety and government staff since 1991.



Code 4 Public Safety Education Association, Inc. (a non-profit 501(c)(3) Assoc.)

Phone: 541-245-0703 Fax: 541-732-1829 Tax ID #93-1248059

Make checks payable to "Code 4" - 711 Medford Center #265, Medford, OR 97504

See our website and on-line training at www.code4.org