



**YOU are not telling  
me anything! Do  
YOU hear me!**

*Developed Especially for the  
Private Security Officer*

# **VERBAL TACTICS**

*How To Manage  
Aggressive Threats and Behavior  
Avoiding Physically Combative  
Situations!*

***□ Our intended training goal is achieved by using appropriate communication principles and techniques to redirect hostile behavior, diffuse conflict and confrontation, and achieve desired outcomes from disruptive behavioral issues.***

***▪ Identify Issues That Create Confrontational Communications    ▪ Identify Conflict (causes) and Confrontation (how to diffuse)    ▪ To Provide Solutions and Techniques for Communications Excellence    ▪ To Identify the Role That Body Language Plays in Communications    ▪ To Identify the Legal Aspects of Use of Force as it Relates to Our Operational Functions and Objectives***

## **Date & Time:**

**Training Session: 4hr course scheduled to your time/day**

## **Host Property:**

**Classroom fee: \$125 per student**

**▪ Student must be registered to attend    ▪ Must pay in advance of course**

**▪ *Registration by contacting:***

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