



## PROPOSAL

# Surviving Verbal Conflict®

*“What Every Public Safety Professional  
Needs to Know About Verbal De-  
escalation”*



*Hall County Sheriff's Office / SCALES*

*Two-Day Training Session*

Date:

**October 24-25, 2018**

Dolan Consulting Group, LLC  
2840 Plaza Place  
Raleigh, N.C 27612  
(919) 805-3020

## ***The Dolan Consulting Group, LLC***

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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.

### ***Training Overview***

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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 make use of force decisions more readily defensible in the courtroom and in the public eye.

- Improve public safety professionals' verbal communication skills
- How to apply **Rhetoric- Aristotle's Art of Persuasion** (*The art of using speech to persuade*) when deflecting & redirecting verbal abuse
- 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*)
- Diffuse potentially volatile verbal encounters
- Avoid the "Rope-A-Dope Syndrome"
- Significantly enhance the agency's image throughout the community

- Discover How “Bystander Effect” & “Groupthink” may be confronted to reduce complaints
- Understand “Verbal Contact & Cover” principles
- Apply the FAA’s “Sterile Cockpit Rule” on duty
- Understand the importance of “Chief Dolan’s 24 Hour Rule” as a key component of communication success

## ***Instructors Qualifications & Experience***

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### **Sgt. Daniel Nieters**

Daniel is a graduate from North Carolina State University and a 14 year police veteran of Raleigh Police Department. He was promoted to corporal in 2004. He was promoted to sergeant in 2010 and remained at the Training Academy as the Raleigh Police Commandant, where he is still assigned.

During his career, he has trained over 400 basic and lateral police recruits. Daniel has presented at the Problem Oriented Police 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 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 in the articulation of force used by officers in the line of duty. He illustrates simple indicators for police officers to recognize prior to an assault. These indicators and body language will allow the officers an opportunity to prepare for or repel an attack by an offender.

## Training Outline

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### Presentation: DAY ONE

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

12:00 PM – 1:00 PM Lunch

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

- Chief Dolan's *Language of The Street Fallacy*
- Avoid Creating Officer Jeopardy
- Chief Dan Savages' "GRR Concept"
- Get Ready "*Officer Shit Storm is on Scene*"

2:15 PM – 3: 15 PM *Rhetorical Continuum- Situation II*

- Explain: Logos: Logical Appeal- Explain the WHY
  - One Voice
- The *Rhetorical Continuum* in Action
  - Traffic Stops
  - Calls for Service

3:30 PM – 4: 30 PM *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

4:30 PM – 5: 00 PM Summary Day 1 & Review Take-A-Ways

## Presentation: DAY TWO

8:00 AM – 9:00 AM 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

9:15 AM – 10:15 AM 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 Your 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!

10:30 AM – 12:00 PM More Tools for Your Tool Box

- Appreciate What the Research Reveals
- Understand “Police Legitimacy”
- Get Off the “Hypervigilance Rollercoaster”
- *More with Twenty-our*- Chief Dolan's 24- Hour Rule

12:00 PM – 1:00 PM Lunch

1:00 PM – 2:00 PM More Tools for Your Toll Box (Continued)

- *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

2:15 PM – 4: 15 PM Surviving Verbal Conflict Practical Skill Building Exercises

- Select Class Role-Plays Involving All Participants
- Participants Successfully Demonstrate Understanding and Application of the Skills Learned in Class

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

- Comprehensive Review
- Closing Comments
- Speaker Evaluations & Certificate Presentations

## ***Pricing Schedule***

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**\$7,900.00 (\$3,950.00/day)** All-inclusive fee for each two-day training session of *Surviving Verbal Conflict: Verbal De-Escalation* for the **Hall County Sheriff's Office / SCALES** (fee includes all instructor related expenses; travel, lodging, meals etc. for instructors). The **Hall County Sheriff's Office / SCALES** will provide training site, related logistics and copies of the workbook for attendees.

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