

Coming to your area!

Mar 29-30, 2016 • Belton, TX

Hosted by: Bell County Communications

8:30AM-4:30PM Each Day

Course #: 15-1934

Course Duration: 16 Hours

Price: \$399.00 per person

Volume discounts available...

please call 1.800.537.6937.

Verbal defense and influence for emergency communications.

Defuse conflict, redirect behavior and take control. Learn to deal with people who are frantic, hysterical, enraged and rude. Now there's a course that addresses a major need in many call centers on how to successfully handle and defuse verbal conflict while maintaining professionalism.

TOPICS COVERED:

- Goals of professional intervention (G.V.C.)
- Force options when words alone fail (S.A.F.E.R.)
- Peace phrases
- Art of representation
- Active listening skills (L.E.A.P.S.)
- Paraphrasing
- Three street truths
- Non-verbal communication
- Making initial contacts in eight steps
- Managing verbal resistance in five steps
- Art of translation and mediation
- Closure principle

LEARN HOW TO:

- Recognize the three kinds of people, and how to adapt their communication style to each
- Keep professionally detached
- Ability to handle verbal abuse



DispatchU is the training arm of PowerPhone and focused on *RAISING THE STANDARD* of dispatcher training. DispatchU courses are available online to empower you to advance your career.



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