

Course Summary:	This course is designed to expand on the initial Verbal Defense Tactics (Verbal De-escalation of Conflict) course. It will explore deeper into the psychological aspects of communication and the formula to achieve this success. Trainees will learn "the most important word", "eleven things never to say", paraphrasing, advanced principles in professional communication and in dealing with difficult people, as well as strip and connecting phrases. Course will include successful tactics template, the 5-step process, and an immediate action step.
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Performance Objectives:
A) Explain the psychological aspects of communication.
B) Identify the formula and its 5 components for success.
C) Identify the "most important word", it's role and demonstrate how to use it.
D) List eleven things never to say when you are trying to calm someone.
E) Define paraphrasing and how to use it.
F) Identify advanced principles in communication and in dealing with difficult people.
G) Identify strip and connecting phrases.
H) Identify tactics template.
I) List the 5-step process.
J) Define an immediate action step.

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Introduction and overview of course. Psychological aspects of communication. Formula to achieve success in communication.	Lecture Group Discussion
1	1000	1200	The "most important word". Eleven things never to say. Paraphrasing. Advanced principles in professional communication.	Lecture Group Discussion
1	1200	1300	Lunch	
1	1300	1500	Dealing with difficult people. Strip phrasing. Connecting phrases. Components of tactics template.	Lecture Group Discussion Group Exercise Role Play
1	1500	1700	Defining and recognizing the 5-Step Process. Understanding an immediate action step. Defining S.A.F.E. Summary, feedback and evaluations.	Lecture Group Discussion Trainee Practice Evaluation