





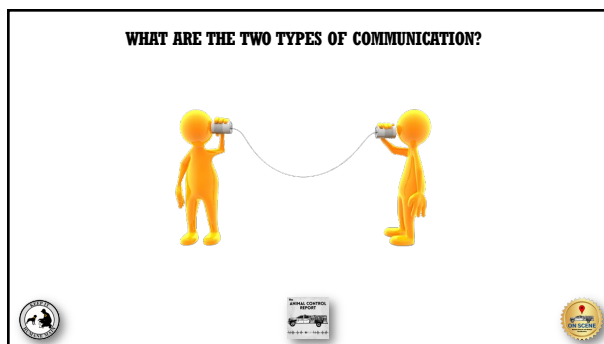
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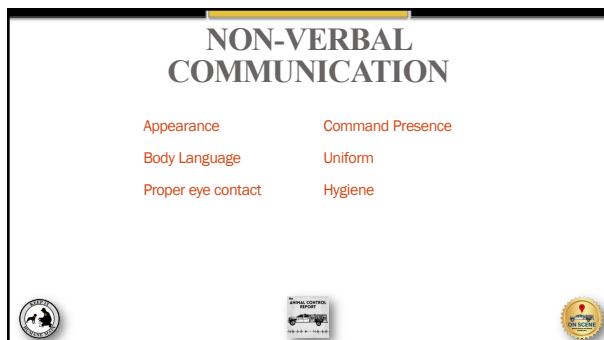
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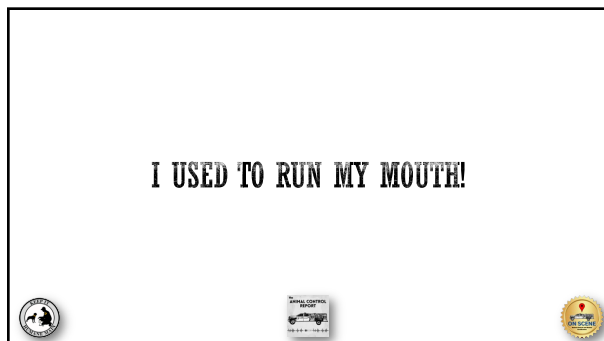
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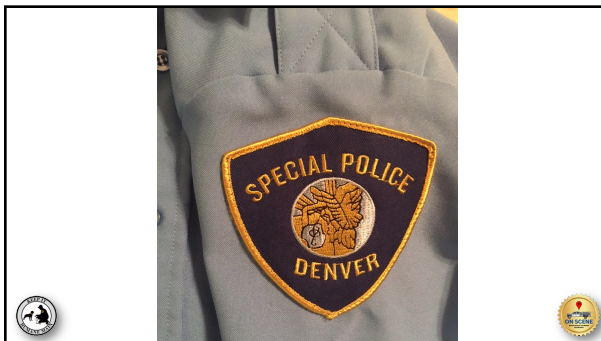
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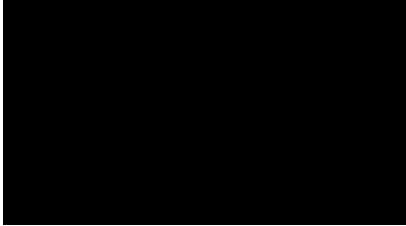
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**TACTICAL
LANGUAGE**

**Words shaped to
achieve the goal
in front of you**




13

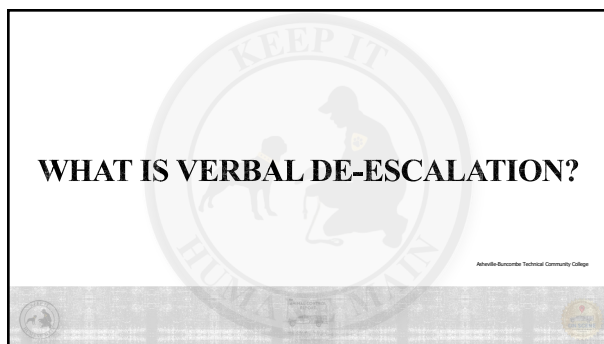


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WHAT IS A BEHAVIORAL CRISIS?



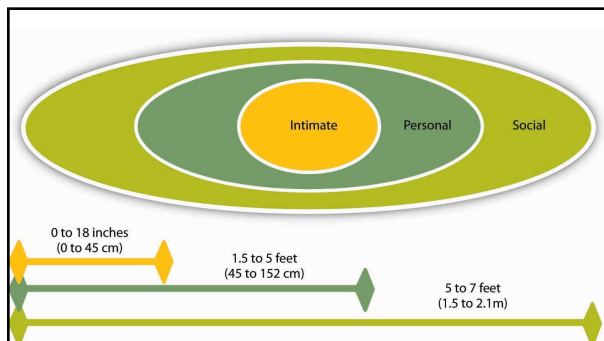
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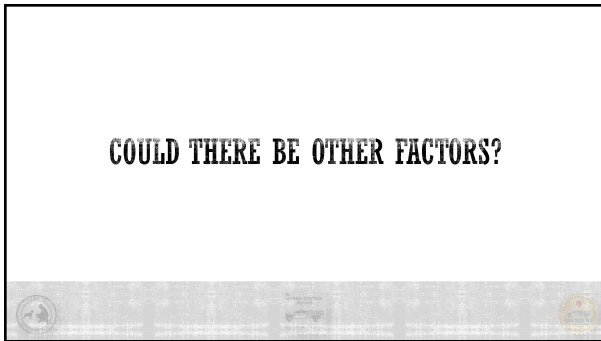
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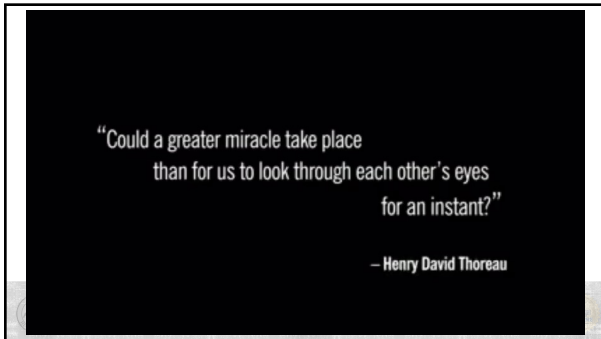
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20



21

INSTEAD OF:


“Calm Down”



22

TRY


“It seems that you are
upset...”



23

INSTEAD OF:


“I can’t help you.”





24

TRY

“I want to help, what can I do?”




25



26

INSTEAD OF:


“I know how you feel.”



27

TRY


“I sounds like you feel...”



28

INSTEAD OF:


“Come with me.”



29

TRY

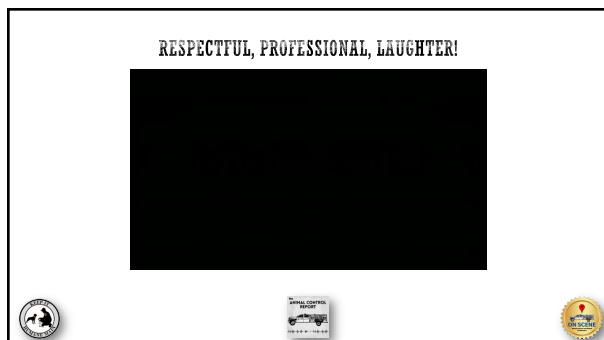
“May I speak with you?”



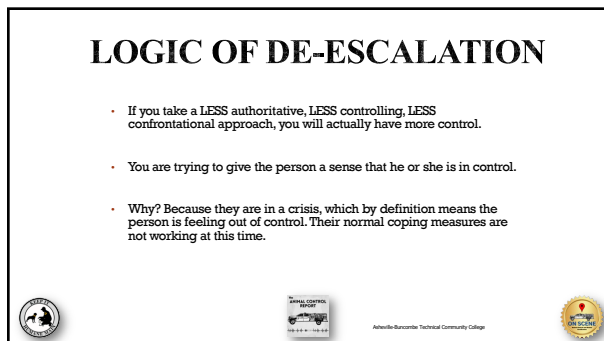
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32



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INTRODUCTION

- An introduction promotes communication
- Greeting
- Your name
- Your agency
- Reason for your visit

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HELLO
my name is

NAME

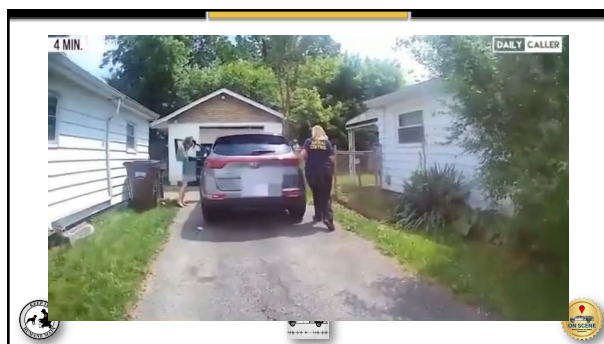
- How many of you can have someone tell you their name only to have immediately forgotten it?
- Use their name early and often

35

VERBAL JUDO
vs
VERBAL KARATE

| | |
|--------------------------------------|--|
| Verbal Karate | Verbal Judo |
| Unprofessional | Professional |
| Express Personal Feelings | Use of Words to Achieve |
| Self-Referential Language - "I - me" | Professional Objectives |
| Not in Contact | In Contact with Audience |
| Off-target Reactions | Skillful Communication That is On-Target |

36



37

PARMA POLICE DEPT. STATEMENT

Our animal control officer is passionate about her job and animals. She regrets allowing her emotions to get the best of her and, in this matter, was counseled by the safety director about her reaction.

It is important to note the defendant has current charges pending under the State of Ohio Goddard's Law and a significant court history of 20 citations since September 2020 for animal-related violations, including:

1. Animal Running at Large
2. Failure to Comply with Requirements for a Dangerous Dog
3. Failure to Comply with Rabies Vaccination Requirements
4. Failure to Comply with Animal Registration
5. Failure to Comply with Quarantine

Ohio law deems animals as property and limits an animal control officer's authority. Parma's animal control officer was not legally permitted to take possession of the dog based on the defendant's prior offenses.

38

Redirection

Law enforcement situations have the potential for getting out of hand. Knowing how to **“redirect a person’s behavior with words”** is a officers most important weapon for keeping everyone safe.

39

7 ACTIVE LISTENING SKILLS

- EMOTIONAL LABELING
- PARAPHRASING AND SUMMERIZING
- REFLECTING/MIRRORING
- MINIMAL ENCOURAGERS AND BODY LANGUAGE
- EFFECTIVE PAUSES(SILENCE)
- "I" MESSAGES
- OPEN - ENDED QUESTIONS

Source: Crisis Company

40

EMOTIONAL LABELING

WITHOUT JUDGEMENT, IDENTIFY WHAT THE SPEAKER IS FEELING

YOU SOUND.....YOU SEEM... I HEAR.....

If I were in your situation, I think I'd feel ...

Source: Crisis Company

41

**PARAPHRASING
AND
SUMMARIZING**

PUT THE MEANING OF THE SPEAKERS CONVERSATION INTO YOUR OWN WORDS.

PARAPHRASING: SO YOU FEEL LIKE YOUR NEIGHBOR IS RUDE TO YOU?

SUMMARIZING: SO YOU FEEL LIKE YOUR NEIGHBOR IS RUDE TO YOU BEAUSE HE CURSES AT YOU WHEN YOU ASK HIM TO BRING HIS DOG INSIDE.

Source: Crisis Company

42

PARAPHRASING EXAMPLES

- What I hear you saying is
- If I am hearing you right
- Let me see if I understand what you are saying
- These types of statements also summarize what has been said in the communication.

43

THE ART OF PARAPHRASING

- You Can Interrupt! And Not Generate Resistance
- No One Will Listen Harder Than To His OWN Point of View
- It Creates Empathy - The Other Will Believe You Are Trying To Understand
- It Often Makes The Other Modify Their Initial Statement After Hearing Their Meaning In Different Words

44

Summarize


- Creates Decisiveness & Authority
- Reconnects Communication When Temporarily Interrupted
- Checks on Understanding
- Improves Memory Retention

45

MINIMAL ENCOURAGERS AND BODY LANGUAGE

USE BRIEF, POSITIVE PROMPTS AND GESTURES TO SHOW YOUR INTEREST.

UH-HUH.....RIGHT...OK.....ETC



Source: Crisis Company

46

REFLECTING/MIRRORING

REPEAT BACK THE SPEAKERS WORDS

REPEAT BACK THE SPEAKERS WORDS




Source: Crisis Company

47

REFLECTING

REFLECTING

• Whereas minimal encouragers provide initial confirmation that you are listening, **reflecting adds another dimension to the communication.** Here, you provide the consumer with **evidence that you are listening** by actually repeating what he or she has said. Often the reflecting response will simply consist of the **last few words the consumer says**. These statements should be brief and used in such a way as not to interrupt the consumer.



Source: Crisis Company

48

Effective Pauses(silence)

DELIBERATELY PAUSE AT KEY POINTS FOR EMPHASIS. ALLOW FOR COMFORTABLE SILENCE TO SLOW DOWN THE EXCHANGE

Source: Crisis Company

49

“I” MESSAGES

WITHOUT TURNING THE FOCUS TO YOURSELF, COMMUNICATE HOW YOU WOULD LIKE TO HELP.

FOCUS ON THE PROBLEMS NOT THE PERSON.

Source: Crisis Company

50

OPEN ENDED QUESTIONS

QUESTIONS THAT INVITE A NON-SPECIFIC RESPONSE


WHAT?, WHEN, HOW, TELL ME MORE ABOUT..... I'D LIKE TO HEAR MORE ABOUT HOW THE DOG WAS.

Source: Crisis Company


51

OPEN-ENDED QUESTIONS

- Open ended questions allow you to get more information
- Open ended questions enable us to assess the consumer's level of dangerousness
- Open ended questions allow you to assess whether the consumer is in touch with reality



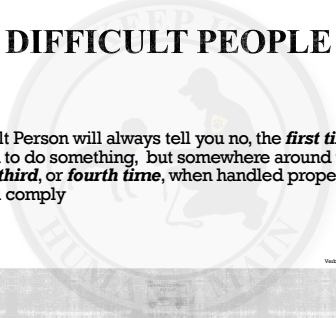
Source: Crisis Company




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DIFFICULT PEOPLE

A Difficult Person will always tell you no, the **first time** you tell them to do something, but somewhere around the **second, third, or fourth time**, when handled properly, 9 out of 10 will comply



Verbal De-escalation & Influence with the Verbal Judo System, Inc.



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KEEP IT CLEAN



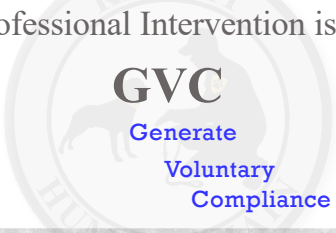



Verbal De-escalation & Influence with the Verbal Judo System, Inc.



54

The Traditional Goal of Professional Intervention is to

GVC
Generate
Voluntary
Compliance









Verbal Defense & Influence with the Verbal Judge Institute, Inc.

55

5 UNIVERSAL TRUTHS

1. All people want to be treated with **dignity and respect**.
2. All people want to be **asked** rather than being **told** to do something.
3. All people want to be **told why they are being asked to do something**
4. All people want to be to be **given options rather than threats**.
5. All people want a **second chance**.







Verbal Defense & Influence with the Verbal Judge Institute, Inc.

56

WHY DO PEOPLE INSULT?

- **Offensive/Defensive tactic**







Verbal Defense & Influence with the Verbal Judge Institute, Inc.


57

TYPES OF VERBAL ASSAULTS

| | |
|---|--|
| <ul style="list-style-type: none"> • Authority • Profanity • Personal Threats • Family Safety • Other Staff Members • Physical Features | <ul style="list-style-type: none"> • Age • Sex / Sexuality • Skill / Competence • Education • Economic Status • Religion • ETC. |
|---|--|

Verbal Defense & Influence with the United States Marine, Inc.





58

HOW TO HANDLE VERBAL ABUSE


Natural Reaction = Confrontation
Vs.
Studied Response = Deflection & Redirection

- "I appreciate that, but ..."
- "I understand" that, but ..."
- "I hear that, but ..."
- "I get that, but ..."
- "I'm sorry you feel that way, but ..."

Note: Combination Phrases Work Best

Verbal Defense & Influence with the United States Marine, Inc.



59



Hyannis News
Your Life. Your Liberty. Your Pursuit of Happiness.






60

THREE PRINCIPLES OF VERBAL JUDO

- Say What You Want,
DO What I SAY unless safety is threaten.
- I Have The Last ACT,
I GIVE You The Last Word!
- REspect Vs. Respect.



61


COMMUNICATION
The Opposite of Talking
Should Be Listening,
But for Most People
It Is Waiting...
Waiting To Interrupt!



62

LISTENING COMPONENTS

- Words
- Tone of Voice
- Facial Expressions
- Body Language
- Context of the Situation
- Distance / Positioning



63

COMMUNICATION


RESPOND To The Meaning,
Never **REACT** To The Words.



64

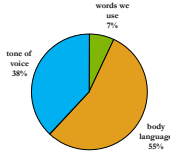
WHAT ARE YOU SAYING

ONE STUDY AT UCLA INDICATED THAT UP TO
93% OF COMMUNICATION EFFECTIVENESS
IS DETERMINED BY NONVERBAL CUES




65

EFFECTIVE COMMUNICATION







| Category | Percentage |
|---------------|------------|
| body language | 55% |
| tone of voice | 38% |
| words we use | 7% |




66


"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

67

IT IS REALLY HOW WE SAY THINGS!








68

Emphasis
I did not tell Lily you were late.


Meaning
Someone else told Lily you were late.

69

Emphasis
I did **not** tell Lily you were late.


Meaning
That did not happen.



70

Emphasis
I did not **tell** Lily you were late.


Meaning
I may have implied it.



71

Emphasis
I did not tell Lily you were late.


Meaning
But maybe I told Audra and Gus.



72

Emphasis
I did not tell Lily **you** were late.


Meaning
I was talking about someone else.



73

Emphasis
I did not tell Lily you **were** late.


Meaning
I told her you still were late.



74



Emphasis
I did not tell Lily you were **late**.

Meaning
I told her you were in another meeting.



75

There are over 700,000 possible body motions we can make


Mind over matter A. Polyta

76

Voice

- 33 - 40%
- How you Say It

If there's a contradiction between Content & Voice, which should you believe?




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77

TACTICAL 8 STEP CONCEPT

1. Appropriate Greeting with Name, if Known
2. Identify Yourself / Assignment, if Unknown
3. Explain Reason For The Contact
4. Any Justifiable Reason For... If Needed
5. Ask for Identification if Unknown / Required
6. Additional Information - Wellness Check
7. Decision Stage
8. Appropriate Close




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CRISIS INTERVENTION CONCEPT

Pre-Intervention Preparation

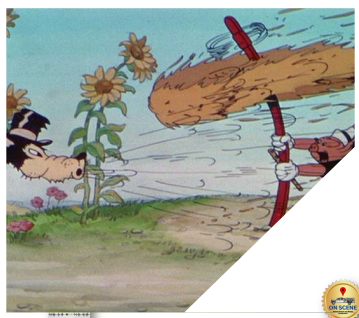

- 1 . **Calm yourself , autogenic breathing.**
- 2 . **Center yourself , get focused.**
- 3 . **Develop a strategy for intervention.**



79

AUTOGENIC BREATHING

- Breathe in for a count of 3
- Hold breath for a count of 3
- Exhale for a count of 3
- Repeat as needed, until heart rate is under control





80

CRISIS INTERVENTION CONCEPT

Crisis Intervention Format





1. **Attempt to get person's attention.**
2. **Check on their perception of reality.**
3. **Attempt to establish a rapport.**
4. **Explain your perception of reality.**
5. **Move towards resolution .**



81

WHY SOMEONE BECOMES UPSET

- Not feeling heard
- Not getting what they want (or need)
- Not feeling important (just a number)
- Frustrated
- Confused
- All of the ABOVE!


82

COMMUNICATION

Barriers to communication are the things that keep the meaning of what is being said from being heard:

- Pre-judging
- Not listening
- Criticizing
- Name-calling
- Engaging in power struggles
- Ordering
- Threatening
- Minimizing
- Arguing








83

BE WATER, MY FRIEND

▪ *“Empty your mind, be formless, shapeless - like water. Now you put water into a cup, it becomes the cup, you put water into a bottle, it becomes the bottle, you put it in a teapot, it becomes the teapot. Now water can flow or it can crash. Be water, my friend.”*

84

THANK YOU!

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