

Dispatch Judo™

Coming to your area!

Nov 3-4, 2015 • New Orleans, LA

Hosted by: Orleans Parish Communications

Class Hours are 8:30am- 4:30 pm

Course #: 15-1503

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

DISPATCH·U
EDUCATION

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.

TOTAL
RESPONSE

YOUR STANDARD OF CARE DRIVES EVERYTHING! Total Response® is a quality improvement call handling protocol solution focused on maintaining and improving PSAPs standard of care.

REGISTER NOW!

For more information about DispatchU call or visit our website.

1.800.537.6937

www.powerphone.com

