



**Verbal Judo® 102: Professional Communication Skills Instructor**

The Professional Communication Skills (PCS) Training Instructor Program is a forty hour comprehensive communication training class designed for police, corrections, military & security personnel, and mental health professionals. The PCS Program deals with developing effective communication tactics for dealing with your public, your clientele, and your fellow staff members to include supervisors, peers, and subordinates, as well as other professionals. It may be used for either pre-service or in-service training and be taught in its entirety or in a modular format.

**Topics covered:**

- How to effectively and professionally make “Initial Contacts”
- Dealing with verbal abuse and angry fellow employees
- “Disturbance Resolution” to include Mediation, Arbitration, and Crisis Intervention Tactics
- “Physical Intervention Tactics” to include stabilization and follow-through tactics
- “Debriefing Tactics” to successfully close the transaction
- Simulation Training Strategies

**Duration:** 5 Days

**Tuition:** \$750.00

**Ammunition:** None

**Equipment Required:** Appropriate instructional clothing and footwear, whistle & lanyard, and appropriate duty equipment.

**Prerequisites:** All participants must complete the basic Verbal Judo® Instructor Certification Program prior to attending this instructor program. Dr. George Thompson recognizes the PCS Instructor Program as fulfilling the Verbal Judo instructor recertification requirement. For more information about the Verbal Judo Institute, check out their website at [www.verbaljudo.com](http://www.verbaljudo.com).

**TO REGISTER FOR, HOST OR SCHEDULE A CLASS, PLEASE CONTACT:**

**Team One Network**

620 Richards Ferry Rd  
 Fredericksburg, VA 22406  
 Phone Number: 540.752.8190  
 Fax Number: 540.752.8192  
 E-mail: [info@teamonenetwork.com](mailto:info@teamonenetwork.com)  
 Web: [www.teamonenetwork.com](http://www.teamonenetwork.com)

**Upcoming Classes (Check our website for upcoming classes. Dates are added frequently):**

*Dec 8-12*      Binghamton, NY