



## DVWCT and DVPLT Training Announcement

**Title:** Communication Techniques: Verbal De-Escalation for Law Enforcement

**Description:** One of the most powerful tools a law enforcement officer carries is their use of verbal commands. Understanding HOW something is said not only increases an officer's success in de-escalating a situation, but it can also increase officer safety, decrease complaints and potential lawsuits, and lessen stress at work and home. This course offers practical communication techniques to enhance an officer's ability to use verbal de-escalation to get the best possible outcome. It emphasizes how professional presence can generate compliance and also considers verbal abuse and non-compliant encounters.

**This course is MPOETC approved for CLEE credits (7).**

**Provider:** Montgomery County Department of Public Safety

**Schedule:** Tuesday, October 8, 2019  
8:00 a.m. to 4:00 p.m.  
(Lunch provided)

**Location:** Montgomery County Public Safety Training Center  
1175 Conshohocken Road, Conshohocken PA, 19428

**Eligibility/Cost:** Open to DVWCT and DVPLT members at no cost.

**Deadline:** Two weeks prior to training date.

**Questions:** Contact [cbigham@dvtrusts.com](mailto:cbigham@dvtrusts.com) or (267) 803-5720.

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### Please register the following individuals:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Person completing form: \_\_\_\_\_ Email: \_\_\_\_\_

Name of municipality: \_\_\_\_\_ Phone: \_\_\_\_\_

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### Registration options:

**REGISTER ONLINE**  
Go to [www.dvtrusts.com](http://www.dvtrusts.com)  
Click on Training & Events

**REGISTER BY FAX**  
Fax completed form to:  
215-706-0895

**REGISTER BY EMAIL**  
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[cbigham@dvtrusts.com](mailto:cbigham@dvtrusts.com)

