

# PAAM Programs



Training Programs Offered by  
Prosecuting Attorneys Association of Michigan  
Victim Rights Training Unit

## Verbal Judo: Tactical Communications for the Contact Professional

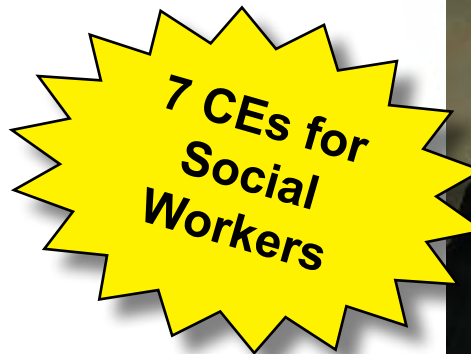
Featuring Joel Francis  
April 14, 2016 • Comfort Inn & Suites, Mt. Pleasant  
8:00 a.m. - 4:00 p.m.  
(registration starts at 7:30 a.m.)

Verbal Judo is the only Tactical Communication course in America. The principles and tactics taught enable attendees to:

- Use "Presence" and "Words" to **calm** difficult people who may be under severe emotional or other influences
- **Redirect** the behavior of hostile people
- **Diffuse** potentially dangerous situations
- **Perform** professionally under all conditions
- **Achieve** the desired outcome of the encounter

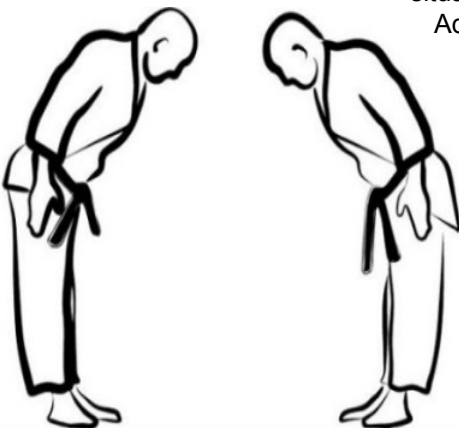
The goals of this dynamic course are twofold:

1. **Conflict Management**
  - a. Enhance personal safety
  - b. Diffuse potentially dangerous situations
  - c. Lessen stress on the job and at home
2. **Enhanced Professionalism**
  - a. Increase productivity
  - b. Enhance your organization's reputation
  - c. Decrease complaints



Verbal Judo, like Judo itself, uses the energy of others to master situations. It contains a set of communication principles and tactics that enable the user to foster cooperation and gain voluntary compliance from others under stressful conditions.

Verbal Judo teaches you how to look creatively at conflict, offering specific, powerful and usable strategies to resolve tense situations. You will learn to respond to situations, rather than react to personal feelings. Additionally, you will come to understand how to deal with difficult people and how to use conflict management tactics to diffuse potentially confrontational encounters.



Verbal Judo is the top-rated communication course in the country with over 600,000 graduates. This is one program you **MUST** attend to help you resolve tense situations peacefully and safely.

**FREE** to Victim Advocates and PAs  
(Lodging included for those outside a 50 mi. radius)

\$200 for all others, \$300 to include lodging

**REGISTER NOW AT** <http://michiganprosecutor.org/training/training-calendar>

Questions? Contact Sue Palin: [palins@michigan.gov](mailto:palins@michigan.gov) or call (517) 334-6060, ext. 804

*"This training is supported by a Crime Victim Rights Award. This award was made to the Prosecuting Attorneys Association of Michigan by the Department of Health and Human Services, Crime Victim Services Commission."*