

Talk the Talk

Generating Voluntary Compliance



The majority of situations
with a potential for violence,
can be handled through
communication.

The majority of situations with a potential for violence, can be **escalated** through communication.



Bob Poresky has spent over 35 years developing and teaching the principles of unarmed self-defense. As a paramedic and master defensive tactics instructor, his diverse and extensive instructional experience includes specialized training for law enforcement, security and health care professionals across the Country.



Shawn Tompkins has spent over 20 years as a firefighter/paramedic in Upstate New York. He has been trained as both a “Defensive Tactics” and “Verbal Judo – Communications and De-escalation” instructor, and has spent hundreds of hours training fellow emergency responders across the Nation to manage aggressive behavior.

“We treat people like ladies and gentlemen not necessarily because they are, but because we are”

North Dakota Highway Patrol

“As we make people powerless, we promote their violence rather than control”

Shawn Smith

“It’s not enough to be good anymore. We must look good and sound good, or it’s no good.”

Dr. George Thompson



A tongue has no bones,
but it can hit harder than a fist

The Need for Better Verbal Skills

- ▣ How we start a conversation often dictates the outcome
 - Increase personal safety
 - Increase voluntary compliance
 - Increase professionalism
- ▣ Technology has almost eliminated our need to talk to people

Technology Vs. Verbal Skills

- ▣ 90% of adults own a cell phone
 - 64% a smart phone
- ▣ 43% of adult cell phone users prefer text msg.
- ▣ 85% of Americans have at least 1 e-mail account
- ▣ 75% of adults use social media

Pew Research Center 2014



Civilians in Our Setting

- ❑ Unfamiliar with and intimidated by “the system”
 - ❑ Healthcare
 - ❑ Insurance
 - ❑ 911/Emergency services
- ❑ Feel vulnerable, stressed, and out of control
- ❑ Fear of the unknown
- ❑ Not use to crisis situations



What is a Crisis?

“Characterized by increased tension, decreased coping skills, a demand for additional resources, and need for resolve” (Marino)





“So What Shawn?”

DISORD

TENS

AWARENESS

NERVOUS

DEPR

STRESS

DESPAI

AGITATION

INSOMNIA

TEMPER

FEAR

DEPRESSION

WORRY

ANXIETY

FRUSTRATION

SCARED

WITHDRAWAL

FAILURE

NEGATIVE

HEADACHE

OVERWHELMED

LONLINESS

PANIC

FATIGUE

MOOD

NEGATIVE

If we train in
“non-escalation”,

we won't need
“de-escalation”

P A R E N T A L

A D V I S O R Y

E X P L I C I T C O N T E N T



Our Audiences

- ▣ People will always see things different than you do
- ▣ Everyone has a good reason for what he or she does
- ▣ WE change the scene dynamic just by showing up
- ▣ Most of our encounters are folks under the influence of:
 - Rage, alcohol, drugs, illness, financial stress, fear

5 Universal Truths

All people want:

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

More Thoughts..

- ❑ Respond to people – don't react
- ❑ Avoid phrases like:
 - ❑ You need to relax
 - ❑ Calm down
- ❑ Use “We” instead of “I” or “You”
- ❑ Treat people as you would want to be treated *under identical circumstances*
- ❑ If you can't control yourself, you can't control the situation

My Mentor.....





Start Out Right

- ▣ Appropriate Greeting
 - Name/Rank/Agency
- ▣ Ask about
 - Reason for call
 - Loud distractions / animals
 - Permission to enter
- ▣ Wipe your feet
- ▣ Greet people



Remember you're a "guest"

Handling Verbal Confrontation

- ❑ Acknowledge / Empathize
- ❑ Do not allow it to become personal
- ❑ Confirm common goals
- ❑ Give options

No Threats

Once you have made a threat,
you have ceased all
negotiations.

Scenario

It is 9:30 at night. You arrive at a scene where a infant is seizing

As you approach the front door a male greets you yelling and wanting to know what took you so long

Final Thoughts

“Pick your battles. You don't have to show up to every argument you are invited to.

Mandy Hale

“It is better to be careful a hundred times than to get killed once”

Mark Twain

A 3D rendered white figure is sitting on a large, blue, stylized question mark. The figure is in a thoughtful pose, leaning forward with its hands resting on its knees. The question mark is composed of a thick blue outline and a solid blue base. The background is plain white.

PCS
PROTECTIVE CONSULTING
SOLUTIONS

"Training for the REAL World"



"Training for the REAL World"

Shawn@pcsworld.us

Bob@pcsworld.us

www.pcsworld.us