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.
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
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
“Characterized by increased tension, decreased coping skills, a demand for additional resources, and need for resolve”  (Marino)
“So What Shawn . . .?”
If we train in “non-escalation”, we won’t need “de-escalation”
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
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 given *options* rather than threats.
5. a second chance.

Dr. George Thompson
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
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
Once you have made a threat, you have ceased all negotiations.
It is 9:30 at night. You arrive at a scene where a infant is seizing
As you approach the front door a male greats 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
“Training for the REAL World”
Training for the REAL World

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