



# Blue Shield Tactical Blueshieldtactical.com

**Course Overview:** This 8-hour course is designed for employees dealing with chaotic situations faced by public servants. While it's relevant for law enforcement, it goes beyond benefiting anyone whose work involves community interactions. Here's what participants can expect:

#### **Real-World Communication Tactics:**

- Learn practical approaches to communicate tactfully.
- Understand how effective communication can reduce liability and promote professionalism.

#### **Promoting a Professional Image:**

- Explore strategies for projecting a positive and competent image.
- Understand the impact of professionalism on community trust.

#### **Building Rapport:**

- Develop skills to connect with individuals in high-stress situations.
- Learn techniques for building trust and understanding.

#### **Liability Reduction:**

- Understand how communication choices affect legal and organizational risks.
- Implement practices to minimize liability.

#### **Behavioral Influence:**

- Explore methods to positively influence the behavior of others.
- Learn de-escalation techniques to prevent escalation.

#### **Tactical Communication and Strategies:**

- Dive into the art of effective communication during critical incidents.
- Discuss scenario-based strategies for resolving situations peacefully.

Remember, these techniques are essential for any employee whose daily job involves communication. Whether you're a law enforcement officer, educator, or community worker, mastering these skills can make a significant difference.

## De-escalation Practitioner 8 hours \$199

Shrewsbury, MA March 20, 2025 (Free)

Register at:

<https://web.spcollege.edu/survey/36262>



**BLUE SHIELD**  
TACTICAL SYSTEMS

## CONTACT US



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