

Verbal Judo

Communication Skills

The Gentle Art of Persuasion



AKA: Conflict
Management
Alternatives

1

1

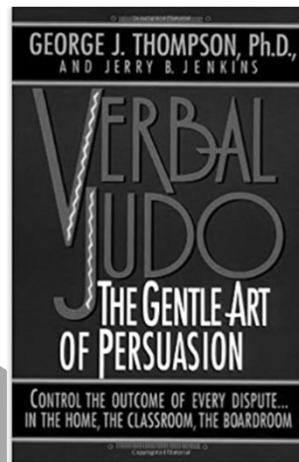
Dave Holl, MSCJ, MPA

- 32 years in law enforcement
- 5 years as a PEMA Deputy Director
- Currently Director of Public Safety for a Cumberland County municipality with responsibility for police, fire, EMS, and EMA
- Adjunct Professor, Penn State School of Public Affairs, Homeland Security Program, World Campus Online

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**CONFLICT
MANAGEMENT**



“Martial Arts of the Mind and Mouth”
George Thompson

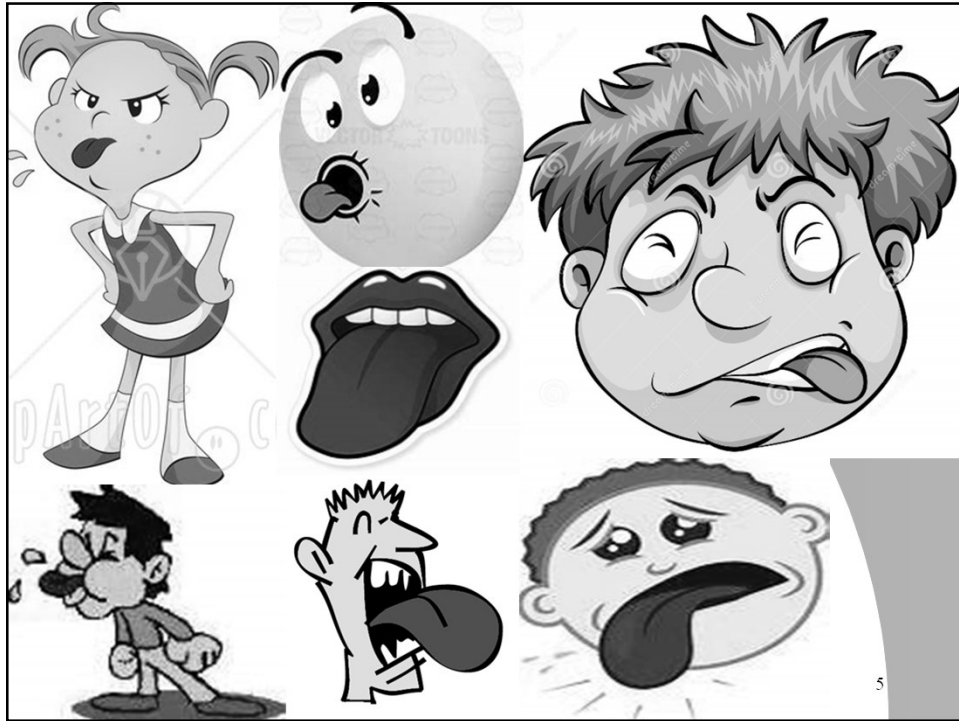
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3

What is
the most
dangerous
weapon?

4

4



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Verbal Judo Basic MAXIM

- Never use the words that rise most readily to your lips...

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REspect vs Respect

- REspect is the ability to show that you have respect for the person as a human being even if you do not respect their behavior.
- Respect is the genuine feeling of honor and support that comes through the admiration of an individual.
- **MUST** at a minimum show REspect, even when you do not have respect.

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Tom Peters

...an American writer on business management practices,
best known for In Search of Excellence.

Leaders Get Respect By Giving Respect

Gaining Respect by living it... (Video 1:24)

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Process **GOALS**



- 1. **PERSONAL SAFETY**
- 2. **ENHANCED PROFESSIONALISM**
- 3. **DECREASED COMPLAINTS**
- 4. **LESSEN STRESS - WORK & HOME**
- 5. **INCREASED SELF-CONFIDENCE**
- 6. **INCREASED MORALE**



By being SAVVY

- **YOU HAVE TO HAVE THE ABILITY TO BECOME WHO YOU HAVE TO BE... TO HANDLE THE SITUATION, INDIVIDUAL, OR EVENT BEFORE YOU**

RESPONSE

OPTIONS

1. GET PULLED INTO
VERBAL
ARGUMENT
2. SAY NOTHING
3. APPLY Conflict
Management
Alternatives (CMA)

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The Contact Professional

Handout Page 4

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THE CONTACT PROFESSIONAL

Is in CONTACT with:

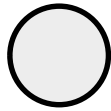
ORGANIZATION

SELF

SUBJECT

ORGANIZATION

THE ART OF REPRESENTATION



YOU



17

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THE ART OF REPRESENTATION



YOU



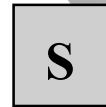
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THE ART OF REPRESENTATION



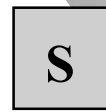
YOU



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THE ART OF REPRESENTATION

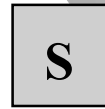


ORG POLICIES

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THE ART OF REPRESENTATION



ORG POLICIES
ORG PROCEDURES

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THE ART OF REPRESENTATION



ORG POLICIES
ORG PROCEDURES

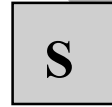
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THE ART OF REPRESENTATION



RAGE



FEAR

ORG POLICIES
ORG PROCEDURES

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THE ART OF REPRESENTATION



RAGE



FEAR

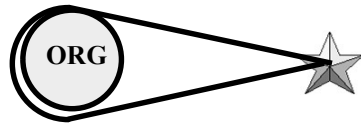
ORG POLICIES
ORG PROCEDURES

BIASES

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THE ART OF REPRESENTATION



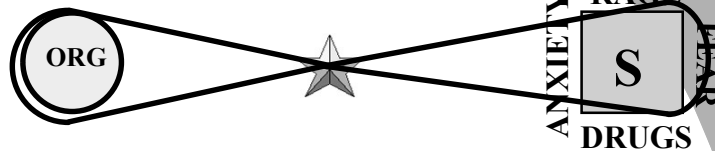
ORG POLICIES
ORG PROCEDURES

RAGE
ANXIETY **C** **FEAR**
BIASES

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THE ART OF REPRESENTATION



ORG POLICIES
ORG PROCEDURES

RAGE
ANXIETY **S** **FEAR**
DRUGS

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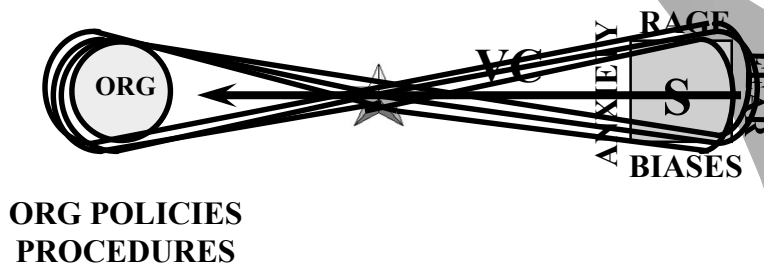
THE ART OF REPRESENTATION



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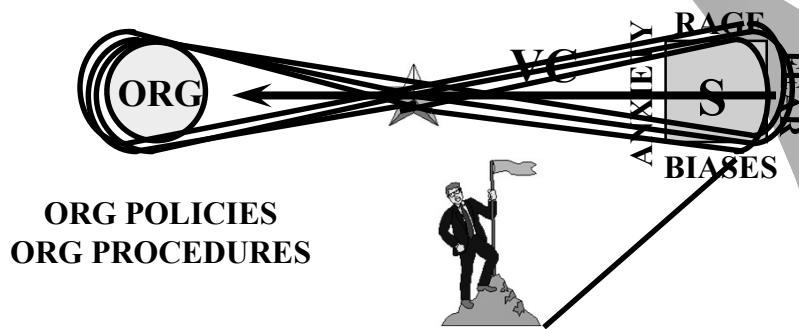
THE ART OF REPRESENTATION



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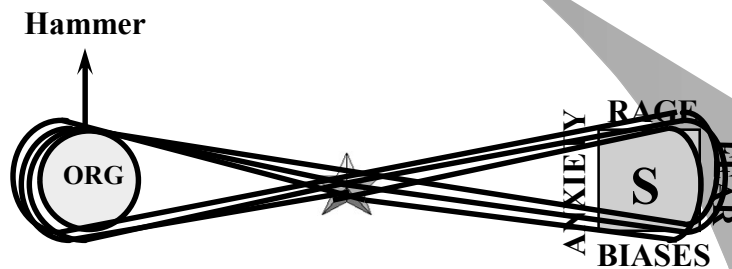
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THE ART OF REPRESENTATION



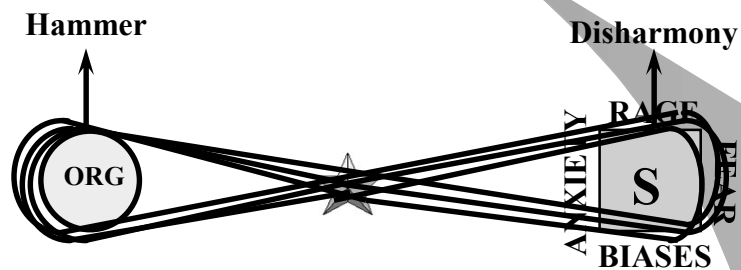
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THE ART OF REPRESENTATION



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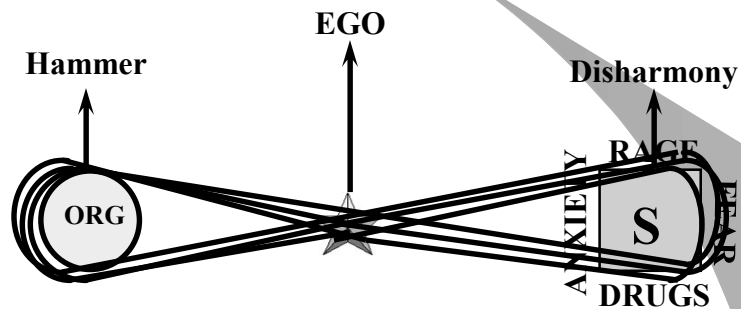
THE ART OF REPRESENTATION



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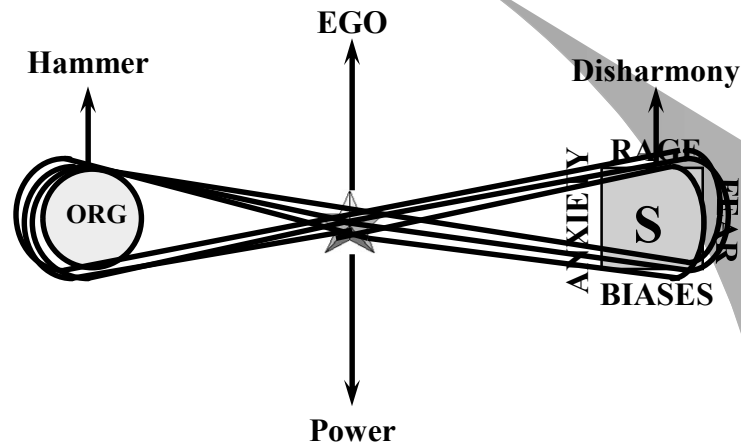
THE ART OF REPRESENTATION



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THE ART OF REPRESENTATION



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**AS EGO RISES,
POWER DECREASES**

**THE LESS EGO YOU SHOW,
POWER INCREASES**

&

CONTROL POTENTIAL INCREASES

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SELF

=

Personal FACE

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Personal Face = Ps *FACE*

Ps FACE Communicates

Anxiety

Rage

Anger

Biases

(i.e., Personal Feelings/Attitudes)₆

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Basic MAXIMS

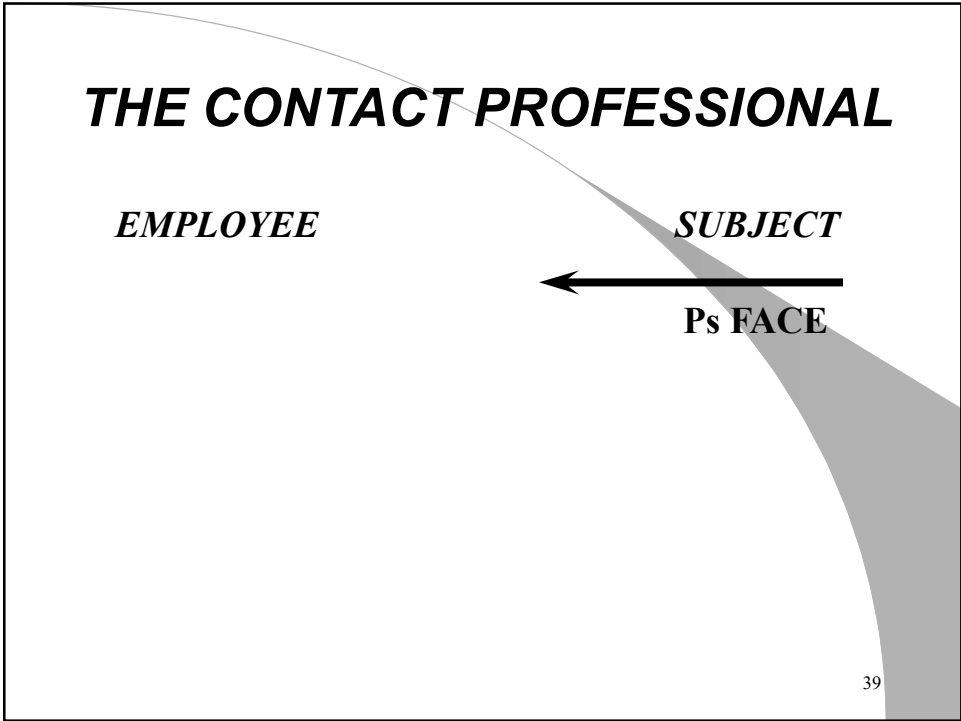
- Never use words that rise most readily to your lips
- Never perform the INNER VOICE
- If you can't control yourself, you can't control the conflict

Becoming...

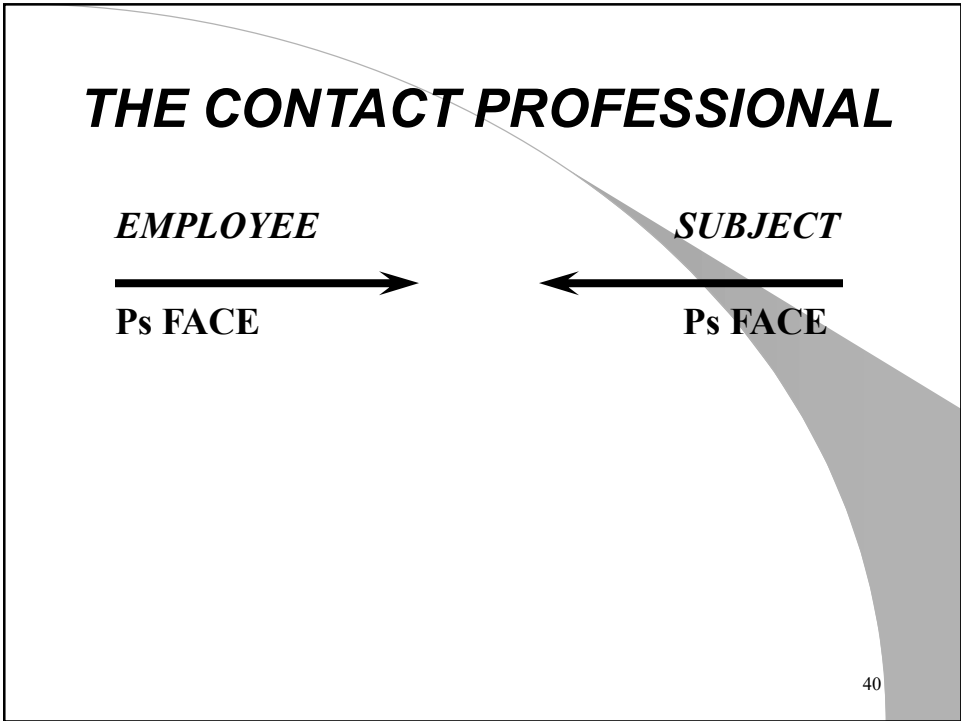
THE CONTACT PROFESSIONAL

EMPLOYEE
(Self)

SUBJECT
(Contact)



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THE CONTACT PROFESSIONAL



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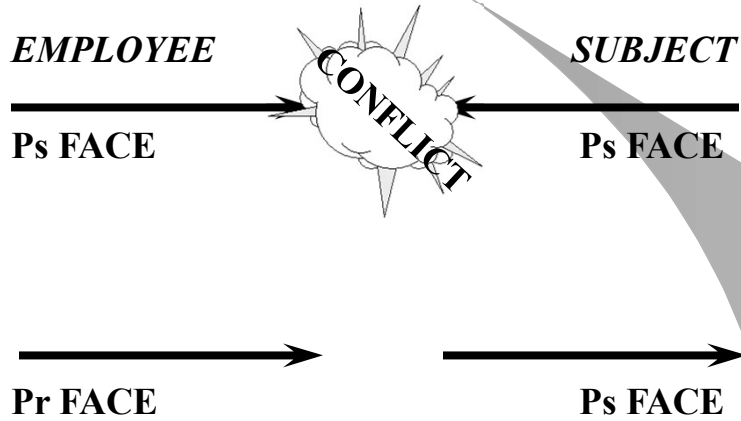
THE CONTACT PROFESSIONAL



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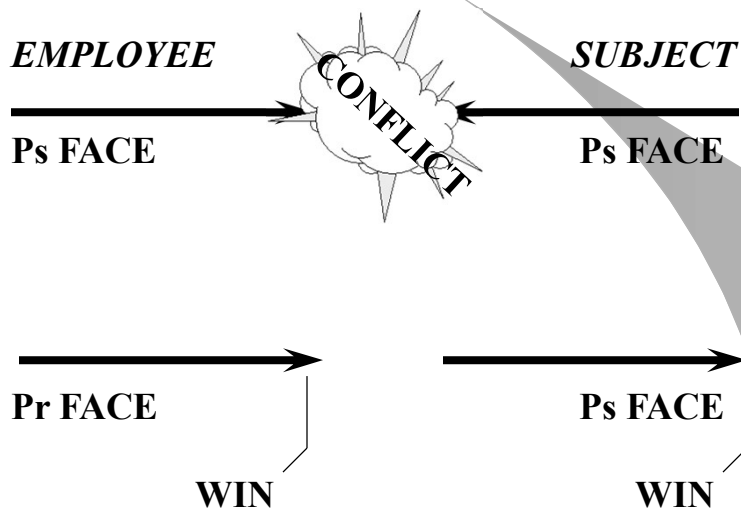
THE CONTACT PROFESSIONAL



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THE CONTACT PROFESSIONAL



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DETACHMENT

Separate...

Pr FACE from PS FACE

Objective/Rational/Adult

Affective/Emotional

SUBJECT


Three Kinds of People

47

47

THREE KINDS OF PEOPLE

+



NICE

48

48

THREE KINDS OF PEOPLE

+



NICE

49

49

THREE KINDS OF PEOPLE

+



NICE



50

50

THREE KINDS OF PEOPLE



NICE



THREE KINDS OF PEOPLE



NICE



DIFFICULT

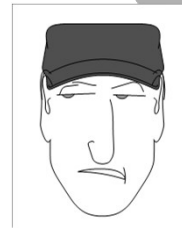
THREE KINDS OF PEOPLE



NICE



DIFFICULT



53

53

THREE KINDS OF PEOPLE



NICE

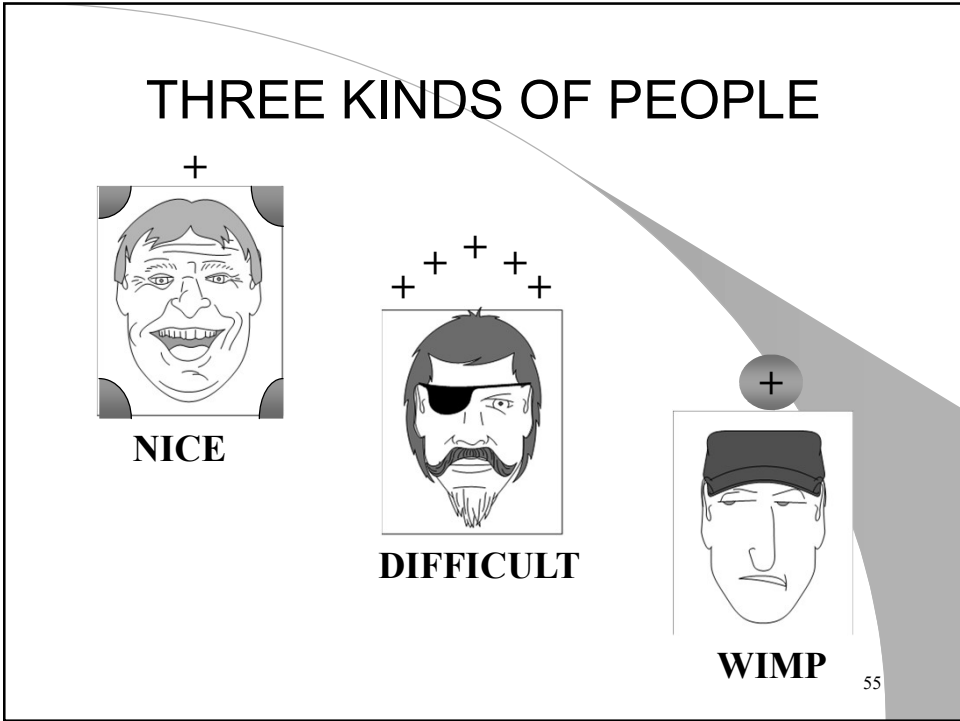


DIFFICULT

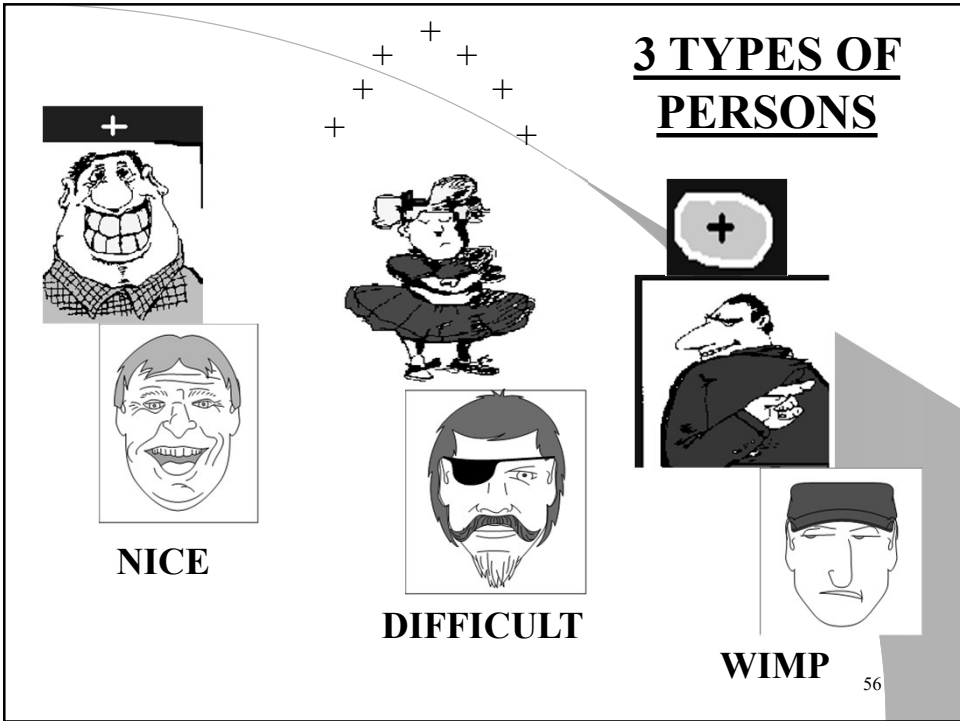


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Conflict Resolution

with

**CALMING
De-escalation
SKILLS**

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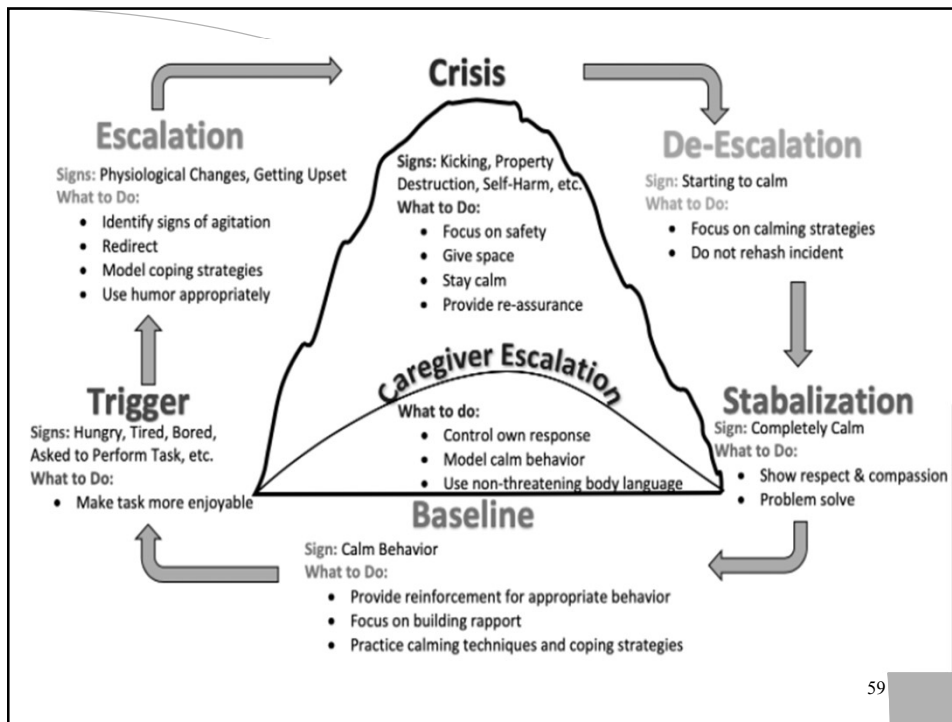
Communication Skills

Understanding
the

“CRISIS CYCLE”

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Calming Actions

- Understand that NOTHING is accomplished during an “Affective” (i.e., “Emotive”) interaction!
- “Calm Down” means the opposite
- Cognitive interaction is necessary to resolve conflict through thinking, rational, adult behavior!

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DEFLECTION TECHNIQUES

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MANAGING VERBAL CONFRONTATION

NATURAL REACTION = CONFRONTATION

VS

STUDIED RESPONSE = DEFLECTION & REDIRECTION

- **“I APPRECIATE THAT, *but...*”**
- **“I UNDERSTAND THAT, *but...*”**
- **“I HEAR THAT, *but...*”**
- **“I FOLLOW THAT, *but...*”**
- **“ITS CERTAINLY UNFORTUNATE, *but...*”**
- **“I’M SORRY TO HEAR THAT, *but...*”**

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Become the Willow...



...able to Bend, Flow, and Deflect the *Wind*...

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REASONS TO USE DEFLECTION TECHNIQUES

- SPRINGBOARD-FOCUS TECHNIQUE
- DISEMPOWERS THE OTHER
- SOUNDS GOOD!
- PROFESSIONAL COMMUNICATION
TAILORED TO THE GOAL AT HAND -

----- *Resolution!*

Handout Page 7

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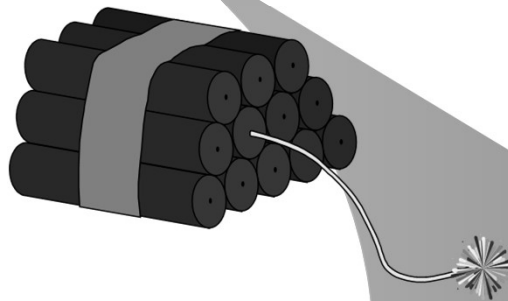
7 things never to say to anyone...

- Hey You! Come Here!
- Calm Down!
- I'm not going to tell you again!
- Be more reasonable!
- Because those are the rules (or That's the Law)
- What's your problem!
- What do you want me to do about it!

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D.E.F.U.S.E



66

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DEFUSE

- Depersonalize
- Encourage Venting
- Find out the Facts
- Understand Feelings
- Suggest Solutions
- End on a Positive Note

Depersonalize (i.e., Detach)

To render impersonal. Address the situation professionally without being affected by any feelings that you may have toward the person

Encourage Venting

Emotions such as anger, fear, resentment, anxiety and hatred.

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Find out the Facts

Who, What, When, Where, Why

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Understand Feelings

Empathize... Identify with or understand their situation, feelings, or motivations.

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Options vs Threats

□ What's the difference?

– It's where the power lies...

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Suggest Solutions

Present *options* to
help, aid, and
encourage the person
to come to their own
conclusions...

Empowerment

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Options

* First - Present positive, desirable
options...

* Then - Present negative, undesirable
options...

A double edge sword of insertion

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End on a Positive Note

Avoid the common error of trying to cheer up, minimize, or trivialize the issue(s). It is most important that the person feels he/she above all is understood.

Handout Page 8

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PROFESSIONAL FACE

YOU HAVE TO HAVE THE ABILITY TO BECOME WHO YOU HAVE TO BE... TO HANDLE THE SITUATION, INDIVIDUAL, OR EVENT IN FRONT OF YOU



Handout Page 9

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Internet Follow-up Options

A screenshot of a Google search for "verbal judo". The search bar shows "verbal judo" and a magnifying glass icon. Below the search bar are tabs for "All", "Videos", "Shopping", "Books", "Images", "More", "Settings", and "Tools". The "Videos" tab is selected. Below the tabs, it says "About 28,900 results (0.25 seconds)". There are five video results listed, each with a thumbnail, a title, a URL, and a brief description. The results are:

- Verbal Judo: Diffusing Conflict Through Conversation - YouTube**
https://www.youtube.com/watch?v=blBw70HlAys4
Jun 9, 2009 - Uploaded by Columbia Business School
Academic-turned-cop and best-selling author George Doc Thompson describes how tactical language allows ...
- Verbal Judo: For Best Results, Discipline Calmly - YouTube**
https://www.youtube.com/watch?v=k6ZjppXrb8E
Jun 24, 2009 - Uploaded by FORA.tv
Complete video at:
http://fora.tv/2009/04/10/Verbal_Judo_Diffusing_Conflict_Through_Conversation_Dr ...
- George Thompson of Verbal Judo on CBS - YouTube**
https://www.youtube.com/watch?v=a7GLgzOjaU
Feb 2, 2008 - Uploaded by DocRhinoTV
Doc "Rhino" Thompson discusses some of the most useful techniques in "Tactical Communication."
- Verbal Judo Part 1 of 4 - YouTube**
https://www.youtube.com/watch?v=Lc1e54YSFTc
Jul 24, 2017 - Uploaded by Mike Bdk
Verbal Judo Communication Course by George Thompson.
- Verbal judo - YouTube**
https://www.youtube.com/watch?v=U0INHwiedRI
Oct 26, 2015 - Uploaded by NBC4 WCMH-TV Columbus
Sgt. Chad Wilder says the goal is always to avoid the use of force.

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