Course Announcement

To:                  All Correctional Agencies

From:             James M. Beatty, Sr.
                  Director of Criminal Justice
                  Wor-Wic Community College

Date:            January 14, 2009

Re:                  ACT—Verbal Judo for Correctional Officers
                  (43-65) A094506   (7.5 hours)
                  April 20, 2009
                  MCTC # C8781

Location:    Eastern Shore Criminal Justice Academy
              Guerrieri Hall/201
              32000 Campus Drive
              Salisbury, MD  21804
              410-572-8750/  FAX  410-572-8759

Dates & Times:  Tuesday, April 21  8:00 am – 4:30 pm
                Wednesday, April 22  8:00 am – 8:30 pm  (Test)

Fee:                     Supporting Counties $20
                         (Wicomico/Worcester/Somerset Counties)
                         Other Counties $30
                         Out of State $54

How do you handle everyday verbal confrontations? Do you respond with reason and control or with emotion and anger? Do you have a tactical communications strategy?

Officers and agencies are both aware that most citizen complaints on officers stem either directly or indirectly from verbal confrontations. Verbal Judo is a communications philosophy that can show you how to be better prepared in every verbal encounter.

This course will teach the principles of Verbal Judo and provide officers with the tactical tools necessary to successfully manage their routine assignments and every day street encounters. Students will learn how to effective deal with difficult people and how to generate voluntary compliance, which is the #1 goal of law enforcement. Through the use of Verbal Judo, students will also learn how to better control the physical movements of traffic violators, suspects, arrestees, witnesses and other field contacts to enhance officer safety.

The goals of the course are:  #1. Officer Safety
#2. Enhanced Professionalism
#3. Decrease Citizen Complaints
#4. Decrease Vicarious Liability
#5. Lesson Personal Stress on the job and at home
#6. Increased Court Power
#7. Improved Morale
This course is appropriate for anyone including staff, dispatchers, officers, supervisors and administrators.

**Upon completion of this course, the student should be able to:**

1. Listen and speak more effectively.
2. Avoid common conversational disasters.
3. Form a proven, simple, easily remembered strategy that will allow successful communication.
4. Handle verbal abuse through deflection and redirection rather than confrontation.
5. Explain and use the **tactical 8 – steps** for meeting and greeting the public.
6. Easily transition to the **five-step “Hard Style”** when met with resistance.
7. Understand and use the four appeals or sources of persuasion.
8. Write better reports and charging documents.
9. Better articulate their actions in the courtroom.

This course is designed to meet requirements as mandated by the Maryland Police and Correctional Training Commissions and to meet the annual in-service requirements.

Since we are restricted to the size of the class, we suggest a quick response be made to reserve your seat/s. Reservations may be made by telephone but **MUST** be followed up with the enclosed reservation form that can be faxed to Ms. Etta Smith, ESCJA secretary. **All class reservations** must be submitted to the ESCJA on the attached form via fax or mail, to ensure your reservation.

**NOTE:** Anyone attending this in-service must be in attendance for the full session. Time missed will be deducted from the hours available for in-service credit. **All officers wearing a handgun on campus in plain view MUST also wear his/her badge in plain view.**

**Dress Code**

**Please remind attendees of the academy dress code which is uniform or court appropriate attire only. No jeans, shorts, sweat clothes or casual attire are permitted unless specifically required for the class (e.g. Defensive Tactics).** If you have any questions please call the academy at 410-572-8750.

You will be billed by Wor-Wic Community College billing office. If you need to contact them, their number is 410-334-2923.
Reservation Section

To reserve seats for this school, please complete this form in its entirety and return it promptly. For all officers attending you must provide their name and certification number as well as all other pertinent information requested below.

PLEASE PRINT ALL INFORMATION
410-572-8750
FAX 410-572-8759 or email esmith@worwic.edu

ACT—Verbal Judo for Correctional Officers
January 16 and 20, 2009

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Sheriff/Chief/Warden/Manager_________________________ Date________________

Contact Person (Please Print)_________________________ Phone #____________

Department/Agency_____________________________________________________________________________

Address________________________ City________________ State____ Zip_____

Cancellation Section

Please complete this section to withdraw any officer from the above course. This form must be completed and faxed (410-572-8759) to the academy office prior to the beginning of the class.