



*Sheridan Memorial Hospital
In Cooperation With
The Verbal Judo Institute, Inc.*

Presents:

Verbal Judo
For
"The Contact Professional"

*1-Day Training Programs
April 13 or 14, 2010 8am – 4pm*

Verbal Judo is the only tactical communication course in America. The principles and tactics taught enable graduates to use “presence and words” to calm difficult people who may be under severe emotional or other influences, redirect the behavior of hostile people, diffuse potentially dangerous situations, perform professionally under all conditions and achieve the desired outcome in the encounter.

Verbal Judo teaches a philosophy of how to look creatively at conflict and then use specific strategies and tactics to find peaceful resolutions. Verbal Judo teaches a means of creatively examining problems and reaching solutions while preserving individual dignity and organizational integrity. Maintaining a "Professional Face" is crucial if employees are to remain under emotional control during disagreements or conflicts and be able to effectively find solutions to these potentially violent encounters. Performance must always be part of the professional process; it ensures true professionalism in all working environments: with our subordinates, our peers and supervisors, with other departments in our organization, and most importantly - with our primary contacts - patients.

For more information on the Verbal Judo Institute, training programs and products, see:
<http://www.verbaljudo.org>

Verbal Judo

April 13, 2010 or April 14, 2010 8am – 4pm

Location:

Sheridan College -C-Tel Auditorium
3059 Coffeen Avenue
Sheridan, Wyoming
82801

Cost: \$75.00

The \$75.00 registration fee includes 1 day of training and course workbook. Mike Manley, Vice President of Operations, Verbal Judo Institute is the Instructor.

Registration Form VERBAL JUDO 1-DAY PROGRAM	
<u>April 13 or 14, 2010</u>	
Name _____	PLEASE CIRCLE DATE CHOSEN
Agency _____	
Mailing Address _____ _____	Please Print Or Type
Phone Number _____	E-Mail _____
<p>Make Checks Payable To: Sheridan Memorial Hospital</p> <p>Send Registration to: Nancy Hooge, Clinical Nurse Educator Sheridan Memorial Hospital 1401 W 5th Street Sheridan Wyoming 82801</p>	

Tactics, Techniques and Procedures to Verbally: Control Confrontations, Gain Voluntary Compliance and Reduce Liability, in a Difficult or Hostile Environment.

Verbal Judo, the martial art of the mind and mouth, will give you the skills to become Samurai Warriors of communication.

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