

Verbal Defense & Influence 2013 Instructor Certification Open Enrollment

**REGISTER
NOW!**



\$1197 **\$1097** **EARLY
BIRD***

Only 6 open instructor courses for 2013.

Verbal Defense & Influence has announced its 2013 open enrollment Instructor Certification schedule. Reserve your spot today!

Georgia Health Science University
City of Augusta — February 18-22, 2013

Colorado - Longmont, CO
City of Longmont — April 22-26, 2013

Milwaukee, WI County Sheriff's Office
City of Franklin — June, 3-7 2013

City of North Las Vegas, NV
City of North Las Vegas — August 12-16

Topeka, Kansas
City of Topeka — October 21-25, 2013

Winter Garden, FL
City of Orlando — December 2-6, 2013

For groups of four or more - contact 414.507.6762 to learn more details. To register, visit our Training Calendar at www.VerbalDefenseAndInfluence.com.

"I am convinced that Verbal Defense & Influence, also known as Verbal Judo, is vital to any organization's success. If a business, agency or department trains, practices, and masters sound communications skills, overall organizational effectiveness will increase dramatically and both internal and external complaints will be significantly reduced."

- Chief Harry P. Dolan (Ret.)



Why choose Verbal Defense & Influence?

- Learn a conflict resolution skills field tested for over 30 years
- Drastically reduce customer complaints
- Learn how to intervene before bad things happen
- Practice three effective options for when conflict arises
- Establish a consistent work environment – ensuring a standard of professionalism from all employees

Verbal
Defense & Influence

*Receive \$100 early bird discount for registering 45 days in advance