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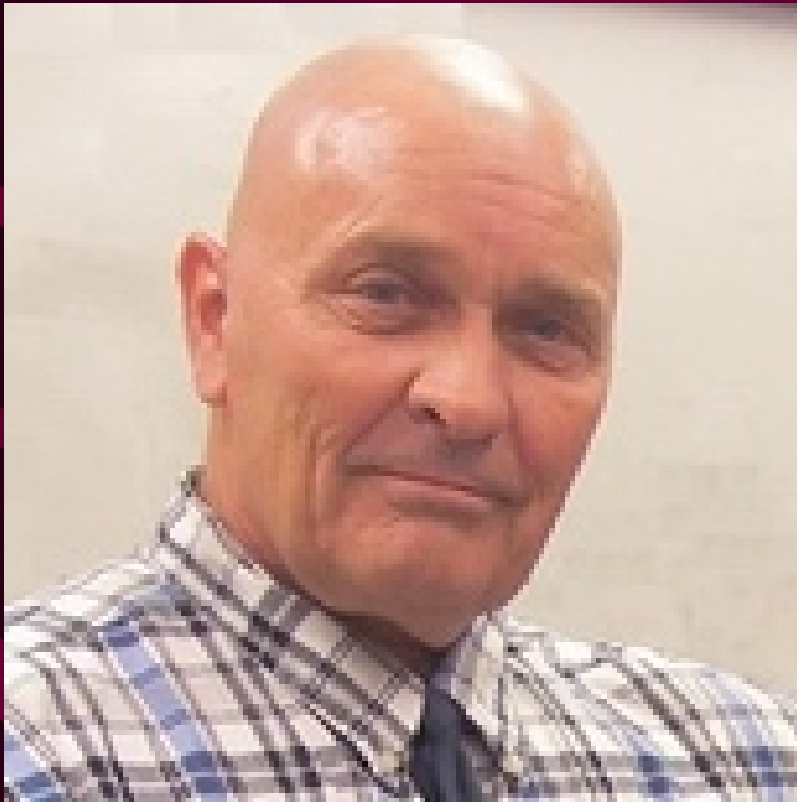


Principles of Verbal Judo

This Lecture is not meant to replace a “Verbal Judo” course

The intent of this lecture is to inform EMS personal of the tenants of “Verbal Judo” and how to apply them to their practice

Verbal Judo is a Course for Law Enforcement



- George J. Thompson, Ph.D.
- Founder and President of the Verbal Judo Institute

Principles of Verbal Judo

- The principles of Verbal Judo assists the professional in skillfully using proven methods of dealing with difficulty and people under pressure and reducing tension, stress and conflict



Principle of Verbal Judo

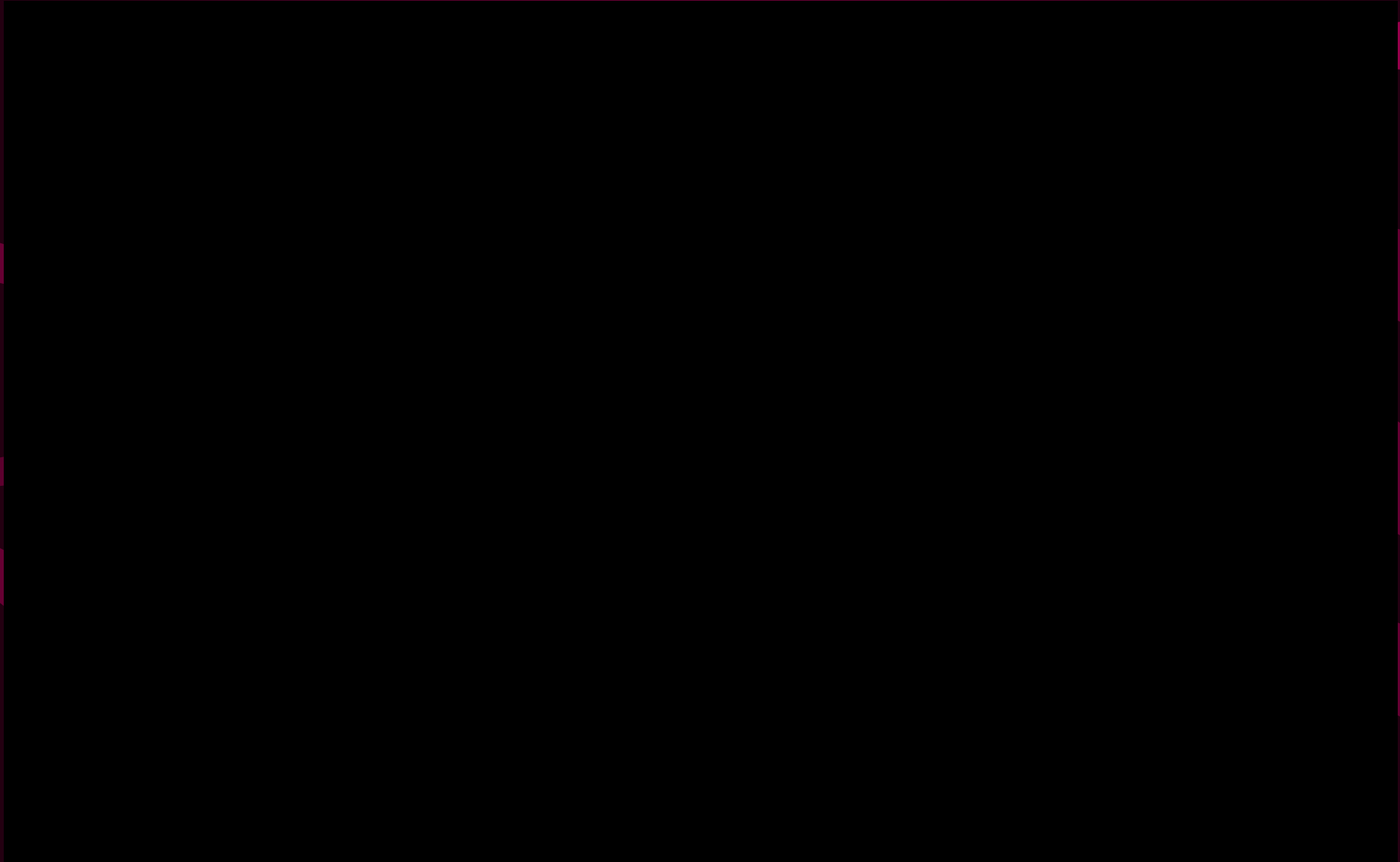
- Judo is using the energy of others to control or direct events
- Using a set of communication principles and tactics
- Using appropriate presence and words as an action to allow compliance



Karate vs. Judo

- Verbal Karate; offensive, attacking style of language
 - Causes the listener to take a defensive posture and puts the rescuer at risk
- Verbal Judo; re-directive power, using the powerful talk and redirecting the listener
 - Elicits far less resistance and misunderstanding, and sounds professional and strong throughout

Communication, Do you really listen?



Goals of Verbal Judo

- Personal Safety
- Enhanced Professionalism
- Decrease Patient Complaints
- Decrease Vicarious Liability
- Lessen Personal Stress on the Job and Home



We Are Peace Makers



Verbal Judo

- The gentle art of persuasion that redirects others behavior with words and generates voluntary compliance.
- To listen and speak more effectively, to engage others through empathy and to avoid the most common conversational disasters



They are not attacking you, they don't know you.

They are reacting to the uniform and threat

**All they see are the huge
letters; "POLICE"**

All they see are uniforms



Verbal Judo

- Controlling your inner self to exert control over the external self
- Using words to achieve professional purposes and resist using language to express personal feelings



Will This Help You Gain
Control?



**Quit
Your
Bitchin**

Defying Authority?

Don't let him trip your hot button.
If he does, he wins and you loose



The Contact Professional

Development of a “Habit of Mind”

MUSHIN

- One who is an artist at representing something other than themselves
- The professional must look and sound good, as well as be good



Professionalism

If it FEELS good to say it
It's no Good!

- Controlling ones mouth and face will allow the rescuer to become the consummate professional
- Traits of a professional, appearance, controlled language & presence

“Nothing Personal”

You Are an Actor Playing the Part of the Rescuer

- They don't see you as a regular reasonable person
- Your uniform and authority can be offensive in some parts of the town
- Their insults should just bounce off because they don't know anything about you
- Play your part well



Cameras are Everywhere You are Always on Stage



Five Goals of Verbal Judo

- 1) Personal Safety
- 2) Enhanced Professionalism
- 3) Less Complaints
- 4) Less vicarious Liability
- 5) Less Stress
- 6) Generate Co-Operation and Gain Voluntary Compliance in Others

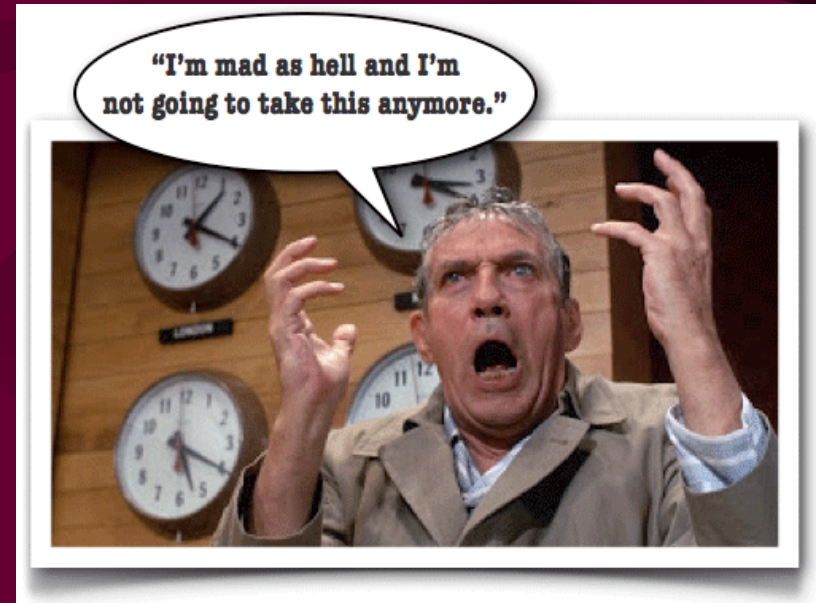


Vicarious Liability

- Using Verbal Judo generates less complaints from interaction with the public, and hence less law suits
- Departments trained in Verbal Judo have seen huge reductions regarding public complaints and civil actions
- All of this results in less stress for the staff and organization

Manage Conflict

- The rescuer can learn to use conflict management techniques to prevent confrontations from becoming **volatile toxic** situations
- The rescuer can save themselves from unnecessary conflict, tension, and abuse, and enhance their personal safety



Do you have Voluntary Compliance?



Improves Professionalism

- If a rescuer recognizes the impact their words have on the situation and understand what language is appropriate, can deescalate a bad encounter
- The rescuer must learn to not return foul language and hostility if they are to remain in control of the encounter.
(if they use it I can use it?)
- What is swearing? What words are acceptable??
- Are you a professional or a street dog all cleaned up?

Professional Language?



The way you speak everyday will come out at the wrong times when interviewing patients

- Mam, did you fall on your ass?
- Four letter words?
- Lord's name in vain
- F bomb

Vicarious Liability

- Rescuers who handle citizen encounters skillfully and professionally are less likely to generate complaints and lawsuits.
- Those trained in Verbal Judo will be able to describe their reasoning and explain their actions according to professional principles

Rescuers need to Read People

Basic Three Kinds of People
Based on Degree of Difficulty

- (1) Nice People
- (2) Difficult People
- (3) Wimp/Sneaky People

Control Conflict

What you do, say, your posture or facial expression may just save your life

Serial killer stopped and ticked. Didn't shoot the cop because he was nice to him.



Nice People



Nice People

- Compliant to your requests
- Law abiding
- Willing to work with you
- Reasonable
- Low Risk to Rescuers

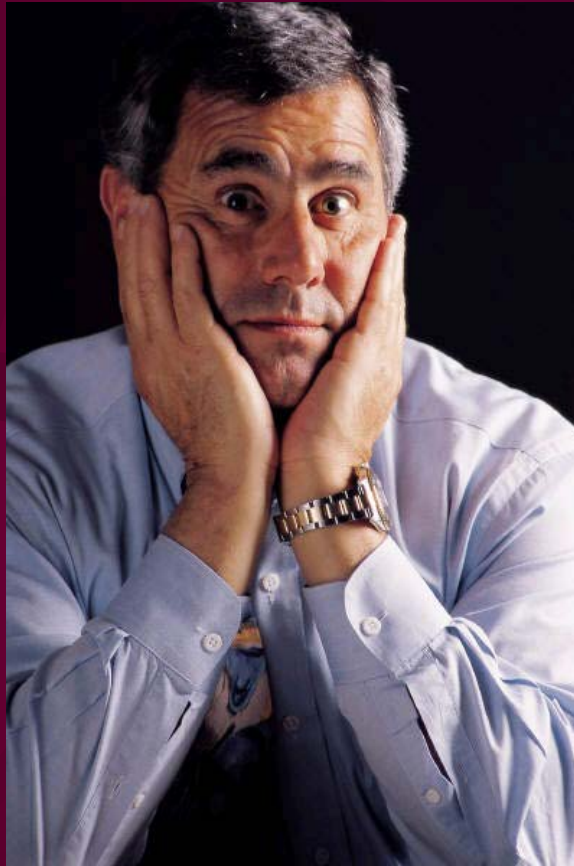
Difficult People



Difficult People

- Want to know why
- Need to be in control
- Will not comply with your request until they are ready
- Will resist controlling messages
- Could be a danger to rescuers

Wimps



Wimps

- DANGER, wimps look and act like nice people
- Wimps will usually go along with your requests only to file complaints later
- Sneaky, back stabbers
- Usually safe at the scene but deadly later as complainers and letter writers

SAFER

The 5 Conditions When Words Fail

- **SECURITY** (back off, call for PD)
- **ATTACK** (watch your back, call for help)
- **FLIGHT** (find the nearest exit)
- **EXCESSIVE REPETITION**
- **REVISED PRIORITIES**

Security

- When ever others are in imminent jeopardy

ACT



ATTACK

(This point is different
for police and non-
police officers)

- Whenever personal
danger zone violated
 - Self defense
 - Retreat and regroup

ACT



FLIGHT

- When words fail, leave the area and call for additional help.

ACT



Excessive Repetition

- No Voluntary Compliance
- You have exhausted all verbal options

ACT



ASK

- ID your self and department
- Ask how you can assist the patient or family
- Confirm willingness for treatment and transportation



Chronicle / Brant Ward

You Must Appear Believable



Set Context

- Control the scene
 - Police support
 - Fire support
 - Establish a safety zone for crew
 - Demonstrate respect for patient, friends and or family



Personal Safety

“The Most Dangerous weapon a person carries is the **“Cocked Tongue”**”

- The Professional must learn to use words as tools, not weapons
- Mind and mouth disharmony causes violence

What does your Face Say?

What are you
saying with
your face?





We want

W
C

W
USA

Difficult People

Office Melt Down



Deflection & Redirection WOOSHA!

Natural Reaction to
Confrontation ?
Attack, Return Fire



Unnatural Reaction ?
Remain Calm
Deflection & Redirection

Deflection & Redirection

- Deflection Techniques
 - I appreciate that, BUT
 - I understand that, BUT
 - I hear that, BUT
 - I got that, BUT

Deflection & Redirection

- Three Principles
- Say what you want, DO what I say
- I've got the last ACT you've got the last WORD
- Respect vs. Respect
 - Respect = no disrespect to anyone no matter how they present to you

Deflection & Redirection

- Make you feel good
- Springboard-focus technique
- Disempowers the other
- Sounds good

“Sword of courtesy used for your benefit”

Communicate?



If it Feels Good
to say
It's no Good

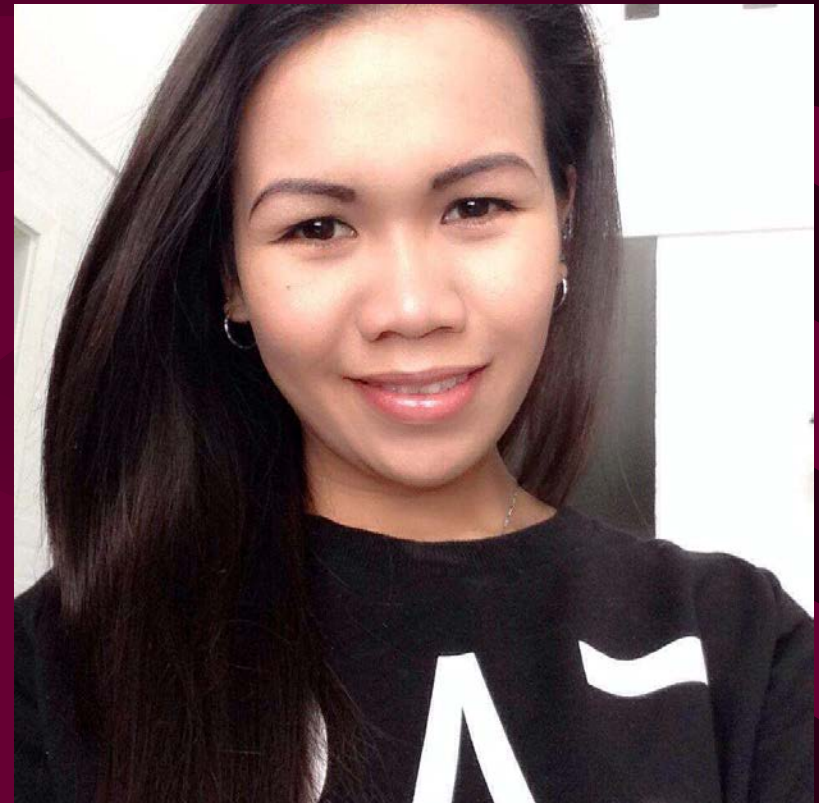
5 Tools of Communication

LEAPS

- L Listen
- E Empathy
- A Ask
- P Paraphrase
- S Summarize

PROJECT A

LISTENING FACE!



The Art of Paraphrasing

The Most Powerful Communication Tool

- **Paraphrase** is a necessary backup system to communication. It means to put the other person's MEANING into your WORDS and give it back.

The Four Appeals: Sources of Persuasion

- 1 Logical, Ethical and Reasonable, WHY
- 2 Rational, Clarify the Why
- 3 Personal, **Selfish reasons to comply**
- 4 Practical

WHY?



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- Why Should I?
- Says Who?
- I am my OWN BOSS?
- You can't Make ME!
- SOOOO What
- Who died and put you in charge?

Know Your Weakness

- Where is your HOT button?
 - Words, actions, assumptions about people or groups of people

“To Define a Weakness and to Name it, is to Own it.”

Name Your Weakness and Don't Let it Master You



The Art of Representation

- As ego goes UP, power and safety goes Down
- As ego goes away, power and safety RISE!
- You must DISAPPEAR to have influence over others! **WOOSHA!**



Maxims

- Never debate any point that can be resolved by examining the facts
- Move confrontations away from conclusions back to the reasoning process
- People communicate poorly when they are upset, when they are influenced by drugs or alcohol, when they are in a rage

Maxims

- Motivate others by raising their expectations of themselves
- Persuade others with their energy, not your own
- Direct others rather than control them
- Give way in order to control

Mean People Suck Don't Give Them Control



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I'LL GET YOU, MY PRETTY...
...AND YOUR LITTLE JOB, TOO!

Maxims

- Insist on discussing principles, not personal preferences
- Use empathy to absorb tension
- When you must calm others who are distraught, always harmonize with their pain. Lead them through their distress to reason

Lead with Reason



Maxims

- Overcome hard with soft
- When you must compel others to obey, ignore the impact of their insults
- Enforce by the authority of the institution you represent, not by the power of your anger

Street Maxims

“Not enough to BE
GOOD
got to LOOK GOOD and
SOUND GOOD,
or NO GOOD!”



Street Maxims

- As EGO rises, POWER and SAFETY go down!
- “Never use words that rise most readily to your lips!”
- If it makes you FEEL GOOD, it's NO GOOD!

Street Maxims

- If you can control yourself, you can control the scene
- If you lose your sense of humor, you're dangerous to yourself AND others



Summary

- We deflect verbal abuse for a living!
- When your mouth opens, your ears close
- Common sense is uncommon when under pressure
- People are like steel. When they lose their temper, they are useless
- Whenever angry, if you say the first thing that comes to mind, you will create the greatest speech you will ever live to regret