



## Fear is Negotiable: Business Survival Skills 101

### Archives Available

**April 09th 2013: Workplace Violence Series: Verbal Self-defense and De-escalation**

Verbal Self-defense skills enable you to use your presence and words to calm people who may be under emotional distress or other influences. In this episode, you will learn tactics to redirect the behavior of hostile people, diffuse potentially dangerous situations, perform under distressing conditions and achieve the desired outcome of any encounter with people at work, loved ones or even strangers. Don't miss this important episode to help you learn to use your words to prevent, de-escalate, or end an attempted assault.

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### Featured Guest



#### Mike Schlosser, Ph.D.

Mike Schlosser, Ph.D. is the Director of the Police Training Institute at the University of Illinois. Mike is a 20 year veteran of the Rantoul, IL Police Department, where he retired as a Lieutenant, and has a Ph. D. of Education, Secondary and Continuing Education from the University of Illinois. Prior to becoming PTI's Director, Mike was an instructor for the Police Training Institute. Mike has been awarded the Governor's Award for Excellence in Law Enforcement Training. Mike is a frequent author and nationally known speaker on topics related to the training of law enforcement officers, officer wellness and stress management techniques. Mike's unique approach to training, including a

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