

Advanced Communication & De-Escalation Course

ADVANCED 4-HOUR TRAINING
IN-PERSON, VIRTUAL, OR HYBRID



Expand Your Toolkit. Deepen Your Skills. Elevate Your Confidence.

Join internationally recognized expert John Wilson for an immersive 4-hour training based on his acclaimed Wolfson Formula—a practical, easy-to-use system that's becoming the national standard for communication and conflict resolution.

This extended course offers a more comprehensive exploration of the strategies professionals need to navigate high-stress situations with confidence and clarity. Participants will:

- Maintain composure and control during tense interactions
- De-escalate volatile situations using proven verbal and nonverbal tools
- Gain cooperation from challenging individuals through trust-building and rapport
- Recognize and manage bias, read body language, and understand behavior triggers
- Apply psychological insights and real-world scenarios to increase effectiveness and confidence

Who Should Attend

Whether you attended our 2-hour course or are joining for the first time, this advanced session is designed for professionals in education, public safety, healthcare, customer service, and beyond who are ready to go beyond the basics.

Meet Your Instructor

Renowned communication and conflict resolution specialist John Wilson will guide you through practical, easy-to-apply strategies that not only equip you with essential skills but also build your confidence to use them effectively. He will bring insights from his proven approach, known as *The Wolfson Formula*, that is quickly emerging as the new national standard for workplace communication and de-escalation techniques.

