



Communication & De-Escalation Essentials

VIRTUAL 2-HOUR TRAINING



Master the Tools to Stay Calm, Build Trust, and Gain Cooperation— Even in High-Stress Situations

Join us for a powerful 2-hour virtual training led by communication and de-escalation expert John Wilson. This session delivers essential tools drawn from his highly acclaimed Wolfson Formula—a proven system that’s rapidly becoming the new national standard in conflict resolution and communication.

Whether you work with customers, students, parents, or peers, these techniques will help you:

- Maintain composure under pressure
- Establish rapport quickly
- Communicate clearly and confidently
- Promote cooperation
- Gain compliance—without escalation

Who Should Attend

This training is ideal for professionals in education, healthcare, customer service, public safety, administration, and anyone who regularly interacts with the public or team members under pressure.

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. His approach, known as *The Wolfson Formula*, is quickly emerging as the new national standard for workplace communication and de-escalation techniques.

