

WSM Trainers have been providing racial diversity and communications training to public safety and police agencies since 1996. In addition to addressing historical perspectives of racism in America, we also analyze many of the high profile incidents of black men who were killed by police officers (*Michael Brown/2014, Tamir Rice/2014, Eric Garner/14, Freddie Grey/2015, etc.*). The recent tragic death of George Floyd has re-opened societal and emotional scars that continue to divide our communities.

Although WSM Trainers has been on pause since March, we have used this time to update and expand many of our training curriculums. As such, we have expanded our very successful one-day Racial Diversity and Effective Communications program into a two-day workshop, covering the following topics:

Racial Diversity Challenges in Public Safety and Policing

Controlling the Scene of an Incident (*Scene Management*)

The Three Levels of Contact (*Level I – Basic Compliance, Level II – Escalating Threat Scenarios, and Level III – Multiple Participants/Crowd Situations*)

Controlling the Communication Process (*Verbal Judo/Effective Communications*)

Controlling the Outcome (*Improving Service and Reducing Complaints*)

Developing Personal Script Phrases and Effective Verbal and Non-verbal Techniques

The goal of this program is to improve community communication, cooperation and respect with our respective departments. We have added several new case study exercises, role plays and small group projects to the program. Our many years of combined professional and training experience also allows us to customize our programs to your individual departmental needs and existing policies. If you are interested in hosting one of these interactive training programs

as a departmental in-service for your public safety and/or police personnel, please give us a call or email to allow us to provide you a formal proposal and discuss potential dates. We are scheduling classes beginning in August and will work closely with each host institution to ensure that all Covid-19 and social distancing safety protocols are mutually agreed upon and followed.

FYI, we have also updated our supervisory and leadership development program and all of our crime prevention and CPTED curriculums as well.

Our best regards,



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