

Communication Response Tactics



Resolving conflict in the safest way.

Communicate confidently, effectively and tactfully.

This is a reality based system designed to provide every professional with the ability to resolve conflict in the safest possible manner. During difficult and sometimes dangerous encounters, you will assess situations and evaluate individuals more accurately thus, making better decisions and interventions. By enhancing both your verbal communication skills as well as being mindful of body language you will be able to perform duties and handle difficult situations safely and more effectively.

Communication Response Tactics (CRT) is an intrinsic part of Executive Protection not only because it is the first defense against confrontation but also an important tool when communicating with principals, family members, staff and entourage.

Increased Safety and Security

Identify the warning signs and indicators of danger and the potential for violence. Seek to ensure the safety and security of everyone involved. Learn to quickly assess dynamic situations and behavior associated with physical aggression in order to best engage, disengage or avoid an incident and request the proper assistance in a timely manner.

Professional Projection

Sustain professionalism without compromising personal safety. The combination of appropriate attire, body language and tactical communications will provide you with the tools necessary to reduce conflict. You will maintain poise and control in the face of adversity.

Avoid Complaints

A calm and empathetic approach to communicating to resolve conflict is reinforced by the proper use of words, tone and gestures. You will apply self-control and restraint amid confrontation. Successful outcomes will significantly reduce the frequency of complaints or potential lawsuits typically associated with a perceived rudeness or lack of respect resulting in a more positive experience.

Improved Quality of Life

Arming protection professionals with the proper mindset and assertive communication skills which increases effectiveness and confidence. This in turn helps reduce stress both in your professional and personal life. Enhancing your emotional intelligence helps increase emotional awareness, guides thinking and behavior so that you consistently respond tactfully and not react emotionally to difficult situations.

Learn about EPI: www.personalprotection.com



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