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## MASTERS THESES

### Law Enforcement, Communication Training & Verbal Judo

[Lorna F. Keathley](#)

#### Date of Award

8-2012

#### Degree Type

Thesis

#### Degree Name

Master of Science

#### Major

Communication

#### Major Professor

John Haas

#### Committee Members

Virginia Kupritz, David Clarke

#### Abstract

This study incorporated a mixed method approach using qualitative and quantitative methods to capture a deeper portrayal of Verbal Judo. Verbal Judo emphasizes the use of both verbal and non-verbal communication tactics by the officer (influencer) with specific discourse structures to influence the individual to comply with the officer's requests in compliance-gaining. This study determined that specific Verbal Judo compliance-gaining tactics must be used to try to prevent conflict such as physical force. Successive repetition by officers (with matching non-verbal tone) of strategic Verbal Judo language when dealing with a difficult person appears to be a major key in diminishing conflict and minimizing escalation of conflict within the compliance-gaining context. Minimizing conflict in compliance-gaining situations between officers and individuals benefits law enforcement agencies, law enforcement officers, city and state governments, and the general public.

#### Recommended Citation

Keathley, Lorna F., "Law Enforcement, Communication Training & Verbal Judo. " Master's Thesis, University of Tennessee, 2012.

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The ultimate police resource for Verbal Judo news, expert analysis, and videos from the law enforcement community. – Dr. George Thompson, creator of Verbal Judo, along with Gary Klugiewicz, present a new training tool for law enforcement. Police1 Top 5. 2 Calif. deputies shot, critically wounded in ambush seen on video. Officials: LA deputy shot in face saved partner while she called for help. 5 lessons for rookies not taught in the police academy. Police chief stabbed in face after answering his door, cops say. Video: Man chases cop with knife in OIS that sparked protests. Tactical communication training for frontline staff and supervisors. Verbal Judo is an invaluable life skill, and the principles and techniques when practised not only enhance your ability to always perform professionally under pressure, but can save your personal relationships with the most important people in your world. From healthcare to security, classrooms to customer service, we have a verbal judo course to suit. Created by the late Dr George J Thompson Ph.D, Verbal Judo teaches the art of persuasion to redirect others' negative behaviour to generate voluntary and peaceful resolution. L "[Verbal Judo] tactical communications and autism intervention communication requirements are a good fit," says Joel Lashley, senior officer of security services at Children's Hospital and Health System in Milwaukee, Wisconsin. He says the primary reasons for this are: "(1) Verbal Judo and S.A.F.E.R. 8 to 5 are emerging as the dominant communications models for public safety. However, Dennis Debbaudt, who owns AutismRiskManagement.com and has trained law enforcement officers about autism for 17 years, cautions that not all programs are created equal. "Some in the disability community believe it's their mission to teach officers to field diagnose disabilities.