



BCJPLA
SAFECity

PEOPLE OPERATIONS

Verbal Judo Training



Effective communication is key to fostering a positive and safe work environment. As part of our ongoing commitment to professional development and conflict resolution, we are excited to share some tips and tricks regarding Verbal Judo—a technique designed to enhance interpersonal communication and de-escalate potentially challenging situations.

KEY VERBAL JUDO TIPS AND TRICKS:

Listen Actively

Focus on what the other person is saying. Show genuine interest and understanding by nodding, maintaining eye contact, and allowing them to express their thoughts without interruption.

Stay Calm and Composed

Maintain a calm demeanor even in stressful situations. Your tone of voice and body language play significant roles in setting the tone for the interaction.

Empathize

Acknowledge the other person's feelings and perspective. Phrases like "I understand how you feel" or "I can see this is important to you" can help build rapport and ease tension.

Choose Your Words Wisely

Use positive language and avoid negative or inflammatory words. Reframe your statements to promote collaboration rather than confrontation.

Use the "Redirect" Technique

If a conversation starts to escalate, redirect the discussion to a more productive topic or solution. Guide the conversation towards common goals or agreements.

Practice Paraphrasing

Restate what the other person has said in your own words to show understanding and to confirm you are on the same page. This also helps clarify any misunderstandings before they escalate.

Know When to Walk Away

If a situation becomes too heated or confrontational, it may be best to suggest a break and revisit the conversation later once emotions have cooled.

In-Person Training with Sedgwick

To further enhance your skills in these areas, we encourage departments that feel Verbal Judo training would be beneficial to their organization to reach out to Sedgwick for in-person training sessions. These sessions can provide valuable insights and practical applications tailored to our specific needs.

If you believe in-person training would be advantageous for your team, please contact Lisa Harvey at lisa.harvey@sedgwick.com to explore available options and schedule a session.

Conclusion

By incorporating Verbal Judo techniques into our daily interactions, we can improve communication within our department, foster a more respectful workplace, and effectively de-escalate tense situations. Thank you for your commitment to enhancing our team's communication skills!