VERBAL JUDO

The art of redirecting negative behavior in another using your words as a redirection option.

"A soft answer turns away wrath, but a harsh word stirs up anger"
Three Lessons

- The Chameleon
- The Circle
- The Willow

The Lessons

<table>
<thead>
<tr>
<th>The Chameleon</th>
<th>The Circle</th>
<th>The Willow</th>
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<tbody>
<tr>
<td>What is the Chameleon known for?</td>
<td>Building Alliances Through Relationship - What Goes Around Comes Around...</td>
<td>The Oldest Lesson - The Law of Nature</td>
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<tr>
<td>What do we have in common?</td>
<td>Resilience</td>
<td>The Willow is known for its ability to bend but not break</td>
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<td>What is its natural means of defense?</td>
<td>More than one way</td>
<td>Flexibility / Anticipation - Strength</td>
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<tr>
<td>- Adaptation to the Specific</td>
<td>- Resilience</td>
<td>- Rigidity / Expectation - Weakness</td>
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<td>- Mastery through Adaptation</td>
<td>- More than one way</td>
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The Lesson of the Circle Teaches Us...

- Eternity
- Resilience
- More than one way
- Grappling
Force Options

- Command Presence
- Words/Language
- Empty/Open Hand
- Time out
- Restraints

Words are symbols, what the person is saying may be different than what they mean.
Language is the order of words with tactical meaning.
Language should be appropriate for the listener (Chameleon)
Use their culture, not academic, 5th grade readability.
A lack of understanding on the part of the other person could potentially produce a deadly situation...mental health issues
Say what you mean and mean what you say.
No idle words or promises.

Force Option #1 & #2

Presence and Words

GOAL OF FORCE OPTION: VOLUNTARY COMPLIANCE

Rhetoric is the art of selecting the best means of verbal appeal in a situation
- Ethical = Professional
- Rational = Reasonableness = their sense of reason
- Practical = Situational = e.g. humor
- Personal = Needs vs. Wants = relating to / affecting them as a human being (good for victims)

Verbal confrontation: de-escalation

- Release it (the Buddha example – “If someone offers you a ‘gift’ and you decline it who is left with it?”)
- Change it - use behavioral conditioning (ignore or confront negative behavior and reward positive behavior)
Five Steps

- As far as words can be pushed:
  - 1 Ask ?
  - 2 Set Context ; paraphrase what client is stating
  - 3 Present Options; win - win
  - 4 Confirm
    • “Is there anything I can say to get you to cooperate at this time?”
  - -5 ACT!

LEAPS CONCEPT
1. LISTEN
2. EMPATHIZE
3. ASK
4. PARAPHRASE
5. SUMMARIZE

Relationship
- Being out of control makes one weak and vulnerable to someone who is calm.
- By learning to put some distance between you and your feelings, we become more open and responsive.
The Language of Persuasion

- Definition:
  - To reconstruct or alter the way someone sees something.
  - To change one’s view of reality.

Mediation is a key ingredient in helping one to see differently.

Mediation demands the use of concrete language to make order out of disorder.

The Goals of Persuasion

- We often need to convince others to do things they don’t want to do.
The Goals of Persuasion, con’t.

- Direct attempts to alter behavior usually meet resistance.

- Learn what is in the other’s best interest, and persuade from that perspective, rather than your own.

http://www.youtube.com/watch?v=DqHDgde9Nkw