



DE-ESCALATION AND CUSTOMER SERVICE TRAINING

for Public Safety Professionals

DATE

July 8, 2026

TIME

8:00am-5:00pm

COST

\$195.00

LOCATION

Camp Verde Marshalls Office
646 S 1st St
Camp Verde, AZ 86322

DESCRIPTION

Join us for an essential 8-hour training session on De-escalation and Customer Service, tailored for public safety professionals, both sworn and civilian. This training is designed to equip attendees with effective strategies for managing challenging interactions and enhancing community relations.

Participants will learn to:

- Build on active listening skills
- Communicate with empathy
- Speak with a balance of compassionate assertiveness

These skills will empower public safety professionals to de-escalate tense situations and deliver exceptional customer service, fostering a safer and more supportive environment for the community.

This training encompasses key public safety categories including, but not limited to law enforcement, fire, emergency medical services, dispatch, district attorneys, corrections, probation and other governmental agencies dedicated to public safety. This course is a valuable opportunity to enhance your skills in handling difficult encounters with confidence.

Reserve your spot today!

PRESENTER



Ron Bayne

Director of Training & Consulting

Ron Bayne is a law enforcement leader and instructor with over 30 years of experience, including service as a commander in Arizona law enforcement. From 2014 to 2024, he served as a master instructor for FBI-LEEDA, teaching thousands of officers across the U.S. and Puerto Rico. In 2020, he was recruited by Arizona POST to design and deliver leadership training for agencies statewide. Ron created Front Line Leadership, a 3-4 day course focused on professionalism, culture, and effective supervision. The program has become Arizona's primary training for first-line supervisors and has been adopted nationally. A certified DISC instructor, Ron has administered assessments to thousands of public safety professionals to strengthen leadership and team performance. He also serves as adjunct faculty and volunteers with nonprofits supporting first responders and veterans.



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