



## **Welcome to FLAC.**

Front line safety  
and capability  
specialists.

'We design, develop and deliver  
purpose built communication,  
safety and tactics programs to  
improve safety and capability in  
front-line staff'

**PCC PRO-COMCONSULTING**

TALK NATURALLY, THINK TACTICALLY.

# What is FLAC?

The front-line adaptive communication training program provides clients with skills, knowledge and capability in response to the ever-growing presence of occupational violence and aggression.

It aims to build safety, capability and confidence in front-line staff with each program adapted to fit the needs of the clients specific working environment. FLAC prepares staff to prevent, respond, resolve and recover from incidents of confrontation and aggression often encountered on the front-line. The program, at its core, is based upon proven crisis negotiation principles and tactics and will integrate with existing internal policy and procedures.

**'The system represents a major shift away from step-based de-escalation and communication systems often adopted by agencies.'**

Pro-Com philosophy is 'talk naturally, think tactically' and is based on the elements of adaptability, awareness, strategy and delivery. It employs a concept of approach known as 'REAL' and focuses on communication as the preferred use of force option. The system is contemporary, providing enhanced safety, capability and greater prospect of resolution through effective communication presence and maintenance.

## How your organisation will benefit using FLAC.

### Expected organisational outcomes include;

- > A higher degree of communication capability across the team
- > An increased awareness regarding use of force and importance of force avoidance or minimisation
- > Greater degree of confidence amongst team members
- > Enhanced threat recognition and risk mitigation
- > Enhanced teamwork
- > Consistency in approach and technique across the organisation

### All FLAC training includes;

- > Survival stress response and situational awareness
- > Dynamic risk assessment and approach concepts
- > Human behavior and perception awareness
- > Adaptive communication and negotiation principles
- > Essential dialogue for critical incidents
- > Negotiation boundaries
- > Small team tactics

*'this training could save my life one day'*

FRONT LINE NURSE WHO RECENTLY COMPLETED THE FLAC PROGRAM

It was the best Training the team have had and was the most appropriate for some of the situations they face with the public.

**Regional Water Corporation, Senior Coordinator of Field Services 2019**

This training has given me more confidence to manage occupational violence.

**Wellways, February 2022**

Essential dialogue, this could save lives, also the ability to effectively deal with heated conversations.

**Gippsland Water, 2020**

Really well spoken and relates to the group. Enthusiasm and passion for the training were great and make it easier to take on board.

**Sheriff's Office Victoria, May 2021**

Training today went really well. In my opinion, the best we have had in the 20 years I've been here. It was really relevant to us and we could really relate to it.

**City of Melbourne, March 2019**

Gave me a lot of confidence to listen to my gut, or spidey senses and trust those feelings. Also to not put up with unacceptable behaviours and to report incidents without hesitation.

**ACT Ambulance, February 2022**

Excellent presenters. If I can come and listen to you talk for 4 hours after night duty and still be awake, it just says it all, so thank you!!

**Epworth, July 2021**

Amazing real life scenarios, very relatable performance, interactions, everything on point!.

**Dental Health Services Victoria, May 2022**

This has really helped me recognise areas where I would have gone wrong and to sharpen my perception when arriving on scene. I would like to think I would have more wits about me rather than entering into a situation that could potentially be very dangerous with tunnel vision. Thoroughly enjoyed this session. Thanks.

**Ambulance Victoria, 2021**

Fantastic instructors, excellent demonstrators + visual aids, well practiced with incorporation of great practical experience.

**Rochester & Elmore District Health Service, June 2022**

Best part was the real life story situations told by the facilitator. Realistic small actions that will have a massive impact.

**Yarra City Council, June 2022**

Learning the best and most effective ways to keep situations calm and to also protect yourself at the same time. The role playing was very useful including the various experiences related by the facilitators. The training was conducted in a lively, highly interactive manner, yet very informative with practical applications of what had been learned.

**Vasey RSL, July 2022**

Best training sessions I have been to and I have been in the water industry for over 30 years.

**Goulburn-Murray Water, August 2022**

The session prompted some discussion in our team of some incidents that have occurred to individuals before, which was very good that people felt able to share.

**South Gippsland Shire Council, October 2022**

Content was appropriate and relevant and can see how I could easily put into practice

**Gateway Health, April 2022**

Clear understanding of the procedures and stances / language that should be used. Excellent and realistic presentation

**Metro Trains, February 2019**

## Who uses FLAC?

The program, being the only of its kind, is currently in use across many government and corporate sectors including front-line government compliance teams, emergency department nurses, flight attendants, rail and ship customer service, retail, sports and major events and community support.



**PCC PRO-COMCONSULTING**  
TALK NATURALLY, THINK TACTICALLY.

Pro-Com Consulting would welcome the opportunity to demonstrate our proven training systems and innovations and show how your company can benefit from our critical incident management & crisis negotiation experience.

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