



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'



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

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.

'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

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.

VASEY RSL, JULY 2022

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

**THE ROYAL MELBOURNE HOSPITAL
MARCH 2024**

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

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.

**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

The training was super engaging. Great facilitators who really brought the content to life through a mix of slides, VR and hands-on role playing. I really liked the way it was so tailored to the current context we're working in, with really relevant scenarios. Great learning opportunity for me and my team.

CITY OF MARIBYRNONG, AUGUST 2024

Open, respectful trainers, very approachable. Plenty of experience with clear subject matter expertise.

ST JOHN WA, APRIL 2024

Course was great sufficient info and well presented. Covered off on the how and why of dealing with people in various states and good focus on keeping yourself and your workmates safe.

**NATIONAL HEAVY VEHICLE REGULATOR,
JULY 2024**

Scenarios were really relevant and useful to practice and observe the do's and don'ts, realistic and relevant.

WILSON SECURITY, APRIL 2024

Good balance between theory and practical application and experience.

ASAHI, AUGUST 2024

Great engagement. Do's and Don'ts – contingency – physical state – talk naturally, think tactically landed well as an immediate response plan for me.

ASAHI, AUGUST 2024

Both facilitators were outstanding in content knowledge, experience and delivery.

ACT CORRECTIVE SERVICES, JULY 2024

The course was personalised to our occupation and the trainers understood how we would be using the training.

**ACT CORRECTIVE SERVICES,
JULY 2024**

A very inclusive training package across a wide variety of relevant situations.

**SHERIFF'S OFFICE VICTORIA,
MARCH 2025**

Relevant to what we know but explains it and teaches us why it's important and what style to use.

**ACT CORRECTIVE SERVICES,
JUNE 2024**

Trainers are very knowledgeable, clearly have a demonstrated history in the field and communicated well

IBAC, JUNE 2024

Content was simplified, concise and showed how we shouldn't over complicate our communication

IBAC, JUNE 2024

The facilitators had a wealth of knowledge, they used a mixture of presentation methods to deliver content. Amazing session!

**RETPRO PROPERTY MANAGEMENT,
APRIL 2024**

Very well delivered with clear outcomes explained from the start.

**ACT CORRECTIVE SERVICES,
FEBRUARY 2025**

Techniques were simple enough to establish good muscle memory within a short period.

**SHERIFF'S OFFICE VICTORIA,
MARCH 2025**

The discussions after every video/ scenario/powerpoint were great to cement our knowledge. Both facilitators were great!

**AMBULANCE VICTORIA,
FEBRUARY 2025**

I enjoyed the Role plays, the facilitators lived experience and coaching approach, the takeaway card, it was all awesome!

**AUSTRALIAN ENERGY MARKET
OPERATOR, JANUARY 2025**

The general vibe of the presentation was very warm and welcoming despite the subject matter.

**CONNECTED LIBRARIES,
MARCH 2025**

The trainers were amazing and kept the program engaging. They didn't speak directly off a screen. I liked how they spoke with experience and of experiences.

HEALTHSCOPE, MARCH 2025

Very engaging presenters and kept what can be intense topics light whilst still getting points across.

HEALTHSCOPE, MARCH 2025

The facilitator was an incredible trainer, very knowledgeable and explained everything very well. He made the training fun and engaging, and went through many scenarios that are relevant to our situation.

**LIQUOR CONTROL VICTORIA,
MARCH 2025**

Outstanding trainers and excellent rapport and delivery of course content.

**CONNECTED LIBRARIES,
MARCH 2025**



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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