Surviving Verbal Conflict
“Communication Skills That Will Generate Compliance”

Instructor:
Chief Harry P. Dolan (Retired)

Harry P. Dolan is a 32 year police veteran who brings 25 years of public safety executive experience to his courses. He retired in October 2012 as Chief of Police of the Raleigh Police Department.

Chief Dolan began his law enforcement career in 1980 as a deputy sheriff in Asheville, North Carolina, and served there until early 1982, when he joined the Raleigh Police Department. In 1987, he was appointed Chief of Police for the N.C. Department of Human Resources Police Department, located in Black Mountain. He served as Chief of Police in Lumberton, N.C. from 1992 until 1998, when he became Chief of the Police of the Grand Rapids, Michigan Police Department. Chief Dolan led the Grand Rapids Police Department for nearly 10 years before becoming Chief of the Raleigh Police Department in September 2007.

Harry Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of Leadership & Management, Communications Skills, and Community Policing. Past participants have consistently described Chief Dolan’s presentations as career changing, characterized by his sense of humor and unique ability to maintain participants’ interest throughout his training sessions.

Chief Dolan is a graduate of Western Carolina University and holds a Master’s Degree in Organizational Leadership and Management from the University of North Carolina at Pembroke.

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~ 2 WAYS TO REGISTER ~

Online: www.patc.com - Follow the Eagle!
Phone: 1-800-365-0119 - Our representatives will gladly assist you
Surviving Verbal Conflict
“Communication to Generate Compliance”

Course Overview:
Today’s increased service demands and the scrutiny placed upon public safety professionals have resulted in a growing need to master verbal conflict management skills. When negative verbal encounters escalate to the point where physical intervention is used, criticism often results when it is later discovered that there is little evidence of verbal de-escalation techniques employed by officers. This is particularly true when incident video and audio reviews are utilized. In some cases, it has become clear that the verbal actions of the public safety responders served to escalate the situation. Administrators are now asking, “is this an area in which the training tape has run out?” Have we adequately trained our personnel to successfully manage and respond to verbal confrontations in a professional manner?

Surviving Verbal Conflict training provides public safety professionals with time-tested communication skills proven to help de-escalate volatile situations, safeguard fellow officers’ emotional and professional well-being, and significantly enhance the agency’s professional image. The course also provides opportunities for the participants to practice in practical skill building so that when they complete the two-day training they are well on their way to becoming more effective professionals in communication.

Course Objectives:
- Improve public safety professionals’ verbal communication skills
- Learn proven verbal abuse deflection and redirection techniques
- Develop techniques to help safeguard team members’ emotional and professional well-being
- Diffuse potentially volatile verbal encounters
- Increase citizen compliance with lawful directives
- Raise organizational morale and reduce complaints
- Significantly enhance the agency’s image throughout the community
- Reduce legal liability and enhance officer performance
- Understand the role of “The Professional Communicator” in Public Service Excellence
- Demonstrate ethical intervention techniques when your fellow officers need you to “Step Up”
- Apply the FAA’s “Sterile Cockpit Rule” on duty
- Understand the importance of “Chief Dolan’s 24 Hour Rule” as a key component of communication success

Seminar Agenda
Surviving Verbal Conflict
“Communication to Generate Compliance”

June 12 & 13, 2014 • Las Vegas, Nevada

Thursday, June 12, 2014
8:00 a.m.- 8:30 a.m. • Registration
8:30 a.m. – 9:45 a.m. • How verbal conflicts develop; Decreasing non-compliance; Refraining from going down “The Runway of Taking it Personally”
10:00 a.m.– 12:00 p.m. • “Verbal & non-verbal moments of truth; Professional “Meet & Greet” techniques; Dr. George Thompson’s “5 Step Approach to Overcoming Resistance”; Avoiding the “Rope-A-Dope” Syndrome
12:00 Noon – 1:00 p.m. • Lunch (On Your Own)
1:00 p.m. – 2:00 p.m. • Communications designed to generate compliance; Deflection Techniques; Managing your verbal triggers
2:15 p.m. – 3:15 p.m. • Practical Exercises
3:30 p.m. – 5:00 p.m. • Professional Empathy; “Chief Dolan’s 24 Hour Rule”; Applying the “Sterile Cockpit Rule” on duty

Friday, June 13, 2014
8:00 a.m.– 9:00 a.m. • Missed Opportunities, Shared Responsibilities (Case Study)
9:15 a.m. – 10:45 a.m. • The role of the “Professional Communicator” in “Public Service Excellence”
11:00 a.m.-12:00 p.m. • Verbal skills for critical incidents; Identifying situations in which verbal skills are not effective
12:00 p.m.–1:00 p.m. • Lunch (On Your Own)
1:00 p.m. – 3:45 p.m. • Practical Exercises
4:00 p.m. – 4:30 p.m. • Team incident debriefing & report writing
4:30 p.m. – 5:00 p.m. • Review Course Take-A-Ways, Closing Comments, & Certificate Presentations

3 Ways to Register for a Seminar!
1. Register Online at www.patc.com — Yellow link upper left corner
2. Fax Form to Public Agency Training Council FAX: 4-317-821-5096
3. Mail Form to
   Public Agency Training Council
   5235 Decatur Blvd
   Indianapolis, Indiana 46241
   Federal ID# 35-1907871

*** Pre-payment is not required to register ***
Upon receiving your registration we will send an invoice to the department or agency. Checks, CASH, OR Money Orders should be made payable to Public Agency Training Council.
If you have any questions please call 317-821-5085 (Indianapolis)
800-306-0119 (Outside Indianapolis)

Seminar Title: Surviving Verbal Conflict
Instructor: Harry Dolan
When: June 12 & 13, 2014
Registration Time: 8:00 A.M. (June 12, 2014)
Seminar Location: Palace Station
2411 West Sahara Ave
Las Vegas, NV 89102
1-800-634-3101
$38.25 Tower Rooms S/D (PLUS $6.95 and Tax)
$6.95 Service Fee Per Night

Seminar ID #12127

Room Rates:
- $38.25 Tower Rooms S/D (Plus $6.95 and Tax)
- $38.25 Tower Rooms D (Plus $6.95 and Tax)
- $38.25 Tower Rooms Q (Plus $6.95 and Tax)
- $38.25 Tower Rooms S (Plus $6.95 and Tax)

Registration Fee: $295.00 Includes Hand-outs, Surviving Verbal Conflict Manual, Coffee Breaks, and Certificate of Completion.

Note: To receive discounted room rates, identify with PATC or Group Code PCIVERB. If you do not identify with the code listed above you will not receive the discounted service fee.

Names of Attendees:
1. 
2. 
3. 
4. 

Agency 
Invoice To: 
Address 
City State Zip 
Email 
Phone 
Fax 

Note: (Must Be Completed)