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.

Harry Dolan has a Master’s Degree in Organizational Leadership and Management from the University of North Carolina at Pembroke.

Note: Casual/business type clothing will be permitted for training classes at the Cobb County Public Safety Training Center. Casual/business clothing consists of a collared shirt and slacks or khaki pants. Socks must be worn at all times. Shirts may have a logo above the left breast pocket area, but no lewd or vulgar writing.
See Seminar Agenda for full details.

Seminar Agenda
Surviving Verbal Conflict
“Communication to Generate Compliance”

October 27 & 28, 2014 • Marietta, Georgia

Monday, October 27, 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

Tuesday, October 28, 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

Seminar Title: Surviving Verbal Conflict
Instructor: Harry Dolan
Seminar Location: Cobb County DPS Training Center
2109 Valor Drive
Marietta, GA 30068

When: October 27 & 28, 2014
Registration Time: 8:00 A.M. (October 27, 2014)
Hotel Reservations: Holiday Inn Express
2485 George Busbee Parkway NW
Kennesaw, GA 30144
1-770-427-5210
$99.00 Single/$109.00 Double (Plus Tax)

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

Names of Attendees

1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________

Agency ____________________________

Invoice To Attn: ____________________________
(Must Be Completed)

Address ____________________________

City ____________________________ State ____ Zip ______

Email ____________________________

Phone ____________________________

Fax ____________________________

Note: To receive discounted room rates identify with PATC.