

Professional Communications Skills Instructor

February 16-19, 2010

Course Description:

This twenty-four hour program will provide the training and materials needed for certification from DOJ, T&S, as a Professional Communication Skills Instructor. This course is an additional tool for the use of the Tactical Skills Instructor. DAAT, EVOC, Vehicle Contacts and Firearms Instructors not yet trained, as a Professional Communication Skills Instructors will find this training a valuable asset in applying and instructing in the tactics they have already been certified in. The program will follow the LESB training guide.

Topics of Instruction include:

- ✧ Using The Professional Communication Guide
- ✧ Fundamentals of Communications
- ✧ Over Coming Barriers to Effective Communications
- ✧ Communications in the Workplace
- ✧ Communications on the Street
- ✧ The Basic Contact Model
- ✧ The Dispute Model (Arbitration and Mediation Techniques)
- ✧ The Crisis Intervention Model

Program Length:

24 Hours

Maximum Enrollment:

20 Students

Program Costs:

Commuter (Tuition w/ noon meals)	\$ 120.00
Resident (Tuition w/ all meals & lodging)	\$ 255.00

Registration Procedure:

Reservations will be accepted only from department training officers or authorized supervisory personnel. Contact the Academy Registrar, Lori Beiswanger at (608) 269-2500. A completed student enrollment form must be submitted to the Academy either by mail, email or FAX for each student in each course. Reservations are made on a first-come, first-served basis. Reservations will be accepted on a waiting list for programs, which have reached the maximum enrollment number.