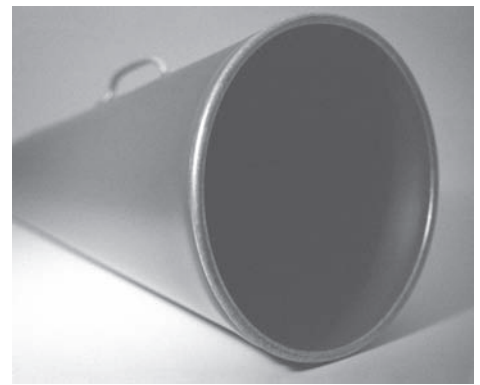


Indiana Association of Chiefs of Police Foundation Presents  
**COMMUNICATION SKILLS DEVELOPMENT**

**PELA MODULE 3**

August 3-7, 2009 • Valparaiso Police Department  
 355 Washington Street • Valparaiso



**Module 3 Overview**

SEGMENT	EMPHASIS
<b>Oral and Written Communication Skills</b>	Assessing Current Communication Skills Identifying Communications Opportunities Linking Communication and Leadership
<b>Managing Conflict</b>	Managing vs. Avoiding Conflict Minimizing Destructive Conflict
<b>Employee Motivation</b>	Understanding Human Behavior Emphasizing Inclusion and Synergy Ensuring High Performance and Buy-In
<b>Customer Service Strategies</b>	Installing a Customer-Oriented Environment Creating Reward Systems for Customer Service
<b>Media Management</b>	Managing Crisis Situations Communicating with Media Simulating Media Communications Situations

***Class size is limited to 30 participants, so make your reservations today!***

**RESERVATION FORM**

Name \_\_\_\_\_  
 Department \_\_\_\_\_  
 Rank/Title \_\_\_\_\_  
 First Name for Badge \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_

**FEES:** \$750 per Module (all meals on your own)  
 3 - 5 people - \$650 each  
 More than 5 - contact IACP Foundation

**PAYMENT TYPE**

Check                       MasterCard                       Visa  
 Expiration Date \_\_\_\_\_  
 Account Number \_\_\_\_\_

Signature As It Appears On Card \_\_\_\_\_

If paying by check, send this form, along with full payment to:  
 IACP Foundation PELA Registration,  
 10293 North Meridian Street, Suite 175, Indianapolis, IN 46290

If paying by credit card, fax this form to 317.816.1633

Mark Your Calendar for Module 4 - October 19-23, 2009

**FOR MORE INFORMATION ABOUT PELA MODULES CALL 317.816.1619**

**Cancellation Policy:** No refund or "carry forward" for "No Shows." Cancel more than one week prior to the first day of class, 75% refund.

Cancel less than one week prior to the first day of class, 50% refund. Cancellations must be made in writing.

*If you no longer wish to receive faxes, please e-mail your request to [info@iacop.org](mailto:info@iacop.org).*