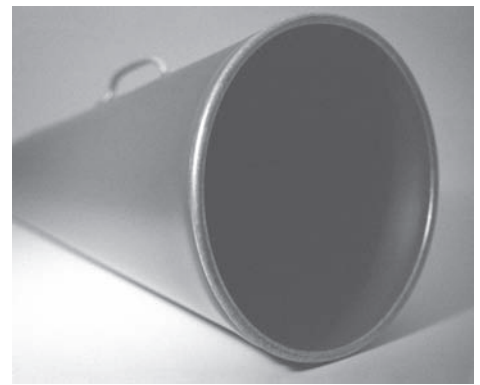


Indiana Association of Chiefs of Police Foundation Presents
COMMUNICATION SKILLS DEVELOPMENT

PELA MODULE 3

September 27–October 1, 2010 • Bloomington P.D. Training Center
 3230 S Walnut Street, Bloomington, IN



Module 3 Overview

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

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

RESERVATION FORM

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

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Mark Your Calendar for Module 4 - December 6–10, 2010

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.