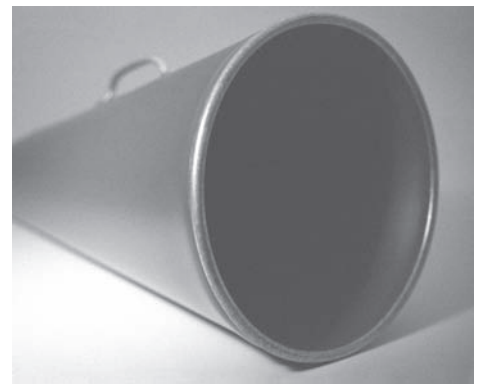


Indiana Association of Chiefs of Police Foundation Presents
COMMUNICATION SKILLS DEVELOPMENT

PELA MODULE 3

July 12–16, 2010 • Fishers Police Department
 4 Municipal Drive • Fishers



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!

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