



Arresting Communication

Advanced Interaction Skills from Practical to Tactical

Hosted By:	North Carolina Law Enforcement Officers Association		
Location:	Crowne Plaza 1385 Lenoir-Rhyne Blvd, SE, Hickory, NC 28602		
Date:	September 28-29, 2015	Time:	8am to 4:30pm
Hotel:	Crowne Plaza Hotel Rate: \$83 plus tax/Night Phone Number: 828-323-1000 Hotel Deadline is Sept. 11, 2015 – Rate will increase after this date		

Above and Beyond your Classic Verbal Training

Based on Lt. Jim Glennon's book, Arresting Communication, this class focuses on controlling every encounter using effective communication skills. Students will learn the Truths of the Human Animal and the Principles of Interaction in order to successfully deal with victims, suspects, criminals and even fellow officers. Appropriate street interview/interrogation tactics, de-escalation techniques and successfully detecting pre-attack indicators are some of the key officer safety skills covered in this dynamical and impactful seminar.

The Warrior's Edge:

Winning Violent Confrontations

- Detect Pre-Attack Indicators
- Establish a Command Presence
- Employ Verbal De-escalation Techniques
- Accurately Read Body Language

Excel In Your Profession:

The Principles of Interaction

- The Magic of Questions
- Active Listening
- The Power of Empathy
- Building Rapport
- Minimizing Citizen Complaints

NCLEOA Registration Form

Full Name: _____ Agency: _____
 Agency Address: _____
 City: _____ ST: _____ ZIP: _____
 Contact No.: _____ Email: _____

Registration fees: Member: \$65.00 _____
 Non-Member: \$75.00 _____
 (fee includes lunch both days)
 Total Enclosed _____

A \$395 value!

*******Please register for the conference by Sept. 21, 2015*******
If registration is not received by Sept. 21, 2015, non-member fee will apply

Names for Badges: _____

(PLEASE PRINT)

Mail conference registration form to: NCLEOA, PO Box 41368, Raleigh, NC 27629