Surviving Verbal Conflict

Date and Time:    July 31, 2015
Registration:    07:30 AM - 8:00 AM
Seminar:    08:00 AM - 5:00 PM

Cost:    Members - $10.00
         Non-Members - $40.00 (Includes 1 year membership to SCLEOA)

Location:    University of South Carolina
             Gambrell Hall Room 153
             Columbia, S.C.

Course Overview:

Surviving Verbal Conflict® training provides public safety professionals with time-tested communications skills proven to help de-escalate volatile situations, safeguard fellow officers’ emotional and professional well-being, and significantly enhance the agency’s professional image. And, in the event that de-escalation proves impossible, the utilization of these techniques make use of force decisions more readily defensible in the courtroom and in the public eye. The course also provides opportunities for the participants to participate in practical skill building so that when they complete the one-day training they are well on their way to becoming more effective communications professionals.

Instructor Bio:
Chief Harry P. Dolan, (Ret.) is a 32 year police veteran who brings 25 years of public safety executive experience to his courses. He retired in October 2012 as Chief of Police of the Raleigh Police Department. Chief Dolan has lectured throughout the United States and has trained thousands of public safety professionals in the fields of Service Excellence, Leadership & Management, Communications Skills, and Community Policing. Past participants have consistently described Chief Dolan’s presentations as career changing, characterized by his sense of humor and unique ability to maintain participants’ interest throughout his training sessions.

For more information contact Lt. Teena Gooding, USCPD at brewstel@mailbox.sc.edu
Register at www.SCLEOA.org