

WHEN COMMUNICATION COUNTS

Managing Conflict and Workplace Harmony 3-Day Nonviolent Communication Workshop

"Kevin Gilmartin's 'Emotional Survival' class woke me up. 'When Communication Counts' showed me exactly how to do what Gilmartin suggests. Understanding conflict helps me see people differently."

~ Participant

Designed for those wanting skills to create outcomes that leave the professional, as well as the person and community they are serving, satisfied that the best possible is being done to meet everyone's needs.

POST certified, 18 CEU's, 1 University credit, Boise City credit, IdahoSTARS credit, IBADC certified.

Stay calm in conflict. Get results. Get voluntary agreement and follow-through. Build ongoing collaboration. Action-packed, fun workshop with serious results. Powerful tools based on the latest research.

Topics Covered

Each participant brings one communication challenge and learns ways to create the wanted outcomes.

- How conflicts develop
- Common actions that intensify conflict
- Powerful de-escalation technology
- Getting people to listen
- Long and short term strategies
- Dealing with your emotions
(learn their role and value; how to transform them)

Who is your worst communication nightmare?

Here are the skills that will transform your experiences with...

- General public
- Patients
- Clients
- Inmates
- Criminal offenders
- Residents
- Co-workers
- Spouses
- Children
- Emergency situations
- Bosses
- Employees

Locations

Meridian Police Dept.
1401 E. Watertower Ave
Meridian, Idaho 83642

Idaho POST Training Acad.
700 S Stratford Dr.
Meridian ID, 83642

2010 Dates

April 12-14

June 28-30

August 30 - Sept 1

November 15-17

Registration Deadline

April 2

June 14

August 16

November 1

Please include the date you would like to attend with your payment prior to the registration deadline above.

Times

9:00am to 4:00pm daily
1-hour lunch

Fee

\$345* / Returnees: \$99* (Lunch not included)

Must enroll and pay in advance

Registration form available at www.giraffejuice.org

One free admission if you host the event at your site with a minimum of 10 paid participants

Contacts



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**SAVE
10%**
on two from
one site, or
one couple

If you've taken the workshop once, you are invited to return for only \$99 per workshop.

* Cancellations received at least 5 working days before seminar are refundable less a 20% administrative charge.
For cancellations received later, a credit of \$170 will be issued toward a future seminar.

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Course Testimonials

"The other day my Sergeant told me everything I learned really showed. Sergeant also said I seemed more approachable and easier to talk to not only for citizens of Nampa as well as my coworkers. My wife has noticed a difference and we talk about finances together more now than we ever have. Since the class I have had several individuals I have dealt with on the street confess what they have done and have done it willingly and some have made comments about what a nice cop I am even though they were going to jail, some for felonies even. I am not perfect and every now and then I need to re-focus and not everyone responds to certain techniques so I am still working out different approaches but all in all it's wonderful."

~ Robert Norbryhn, Patrolman

"I would recommend this to my peers, family, and whole work teams."

~ Drug Court Coordinator

"The Class was so empowering to me personally and professionally!"

~ Paula McKissick, Investigator

"What really opened my eyes was various ways to respond to conflict and how I often choose to respond. Your hands-on demonstrations were very helpful."

~ Lorinda Holm, Jail Cook Supervisor,
Ada County Sheriff's Office

"This was a fun environment where we were able to see other ways to respond and hear in a conflict situation."

~ Independent Business Owner

"This class gave me the exact steps to go through for managing conflict. It is helpful to learn how to communicate your needs in a non-threatening way. I enjoyed your creativity in using auditory, visual, and sound for different forms of learning."

~ Workshop Participant

"I would recommend this to people in any career. I'm so glad I came! This material is relevant personally and professionally. The training materials are great. I love using the wall charts and lasers. It was a very productive time."

~ Karen Hamm (school director)

"Recently three of our employees attended your conflict management course at POST. They all came back raving about what they got out of the course and there has been a noticeable change in their handling of relations with others."

~ Jaime Martinez, Telecommunications Specialist / EMD
Coordinator Bonner County DEM / 911 / EMS

"I am raving about the tremendous value of this workshop because it has transformed me from feeling unsure of my abilities to communicate to confidence which meets my needs for emotional safety."

~ Workshop Participant

"It is so nice to talk and be heard."

~ Daniel Wyatt, Patrolman

"This class gave me a better outlook on dealing with people. It was TOTALLY different than I expected! I would recommend it to my entire staff. You might think about extending the length of the class to 4 or 5 days."

~ Sergeant Robert "Bear" Dachtler

"What stands out for me is the whole process of discovering what the other person in my conflict might be feeling and what need s/he might be having."

~ Helene Belanger
Counselor, LPC

"I would recommend this workshop to all supervisors and managers. I'm walking away with an important tool -- handling ME!! Good job!"

~ Operations Officer

"I have gained perspective and tools to use in managing conflict and more importantly, preventing conflict. I expected a rigid structure but was pleasantly surprised that the group dynamics set much of the structure."

~ Lee H. Velton, Kitchen Supervisor,
Ada County Sheriff's Office

"I am walking away with the tools to become closer to the one I love the most in this world. I am so appreciative!"

~ Phil Tuttle, Investigator

"I am walking away with knowing that needs are the roots of perspective and behavior."

~ Gayle Steinmeier

"I appreciated your positive energy -- the ability to model with such a diverse population. You met my need for hope as I watched your interactions with people who usually avoid dealing with feelings."

~Terry Cassidy, mental health at Veteran's Administration
Medical Center

"This was an excellent class that will impact my relationships both at work and in my private life in a very positive manner. You both have a miraculous way of getting the entire class genuinely involved, especially those forced to attend instead of playing on their day off!"

~ Training Coordinator