

Tactical Communication Seminar

Tactical Communication is the application of communication techniques under stress while remaining under control and not reacting to a hostile individual. This workshop will provide effective strategies to deal with your ***most difficult customers***.

This Leadership Link sponsored workshop is open to any City or County employee:

DATE: Thursday, December 6, 2007
TIME: 8:30 to 11:30 a.m.
PLACE: Lancaster County Extension, 444 Cherrycreek Road
COST: No charge for Leadership Link members, non-member cost is \$10

The workshop facilitator is Tom Duden, Human Resources Manager for Design Data Corporation and a former LPD officer. He is a certified trainer for *Verbal Judo*; has numerous certificates for training, interviewing and interrogation methods; as well as criminal justice instruction and communication techniques.

Participants will:



- Learn communication “Do’s and Don’ts,” non-verbal observations and their importance in a hostile encounter.
- Define empathetic speaking.
- Identify and explain when to act when words fail.

To make your reservation, contact Lynn Dekalb at 441-6806 or e-mail at ldekalb@lincoln.ne.gov

**Remember the Harris Overpass is under construction -
Please find an alternate route.**