



Law Enforcement Training Advisory Commission

3171 Greenhead Dr., Suite B, Springfield, IL 62711
Phone: (217)726-7014 * Fax: (217)726-7833 * Email: letac@sbcglobal.net
Ellen L. Petty, Director

COMMUNICATION EXCELLENCE IN LAW ENFORCEMENT

SEPTEMBER 13, 2010

8:30 A.M.—4:30 P.M.

LETAC TRAINING CENTER

Change Your Words, Change Your World

In this seminar, Dr. Polansky presents a synthesis of the central philosophies and guiding principles of Communication Excellence presenting a universal message that encourages positive and rewarding human interaction.

Presented in a fast-paced, jam-packed session that participants describe as informative, entertaining, and motivational, this popular and insightful seminar serves as the first in the series and focuses on the most appropriate and effective use of words to ensure professional and personal success.

Learn to say the right words, at the right time to improve Customer Service, Manage Conflicts, and handle Critical Conversations. Program includes a workbook full of activities, assessments, and resources for continued commitment to professional development.

Four Ways To Register: ~Email registration to sandy@letac.org~ Fill out and submit our online registration form on the website at www.letac.org~ Call 217-726-7014 to register by phone~ Fax downloadable registration form from website to 217-726-7833. We can no longer accept registrations from individual officers. All registrations must go through your Chief, Sheriff or department training officer, even if you are attending class on your own time. If you have any questions, please contact the office. A map to this and all of our other training sites can be obtained by visiting the "sites" page of our website.

If you are registered for a class, but are unable to attend, it is imperative that you advise us as soon as possible of your cancellation. NO SHOWS will be reported to your department after class is complete.

MTU #10 member officers (does not include state or federal officers) will be given registration preference until seven (7) calendar days prior to the class date. After that day, registrations will be taken on a first-come, first-served basis unless specified otherwise in the course announcement.

If it becomes necessary to cancel a class for any reason everyone who has pre-registered will be so notified. Last minute changes or cancellations are also posted on our Yahoo! Group~ If you are not signed up to receive the latest class notices please go to our website and sign up.