



# Enhance Every Encounter

*The Three E's of Relationship Building*



## In Service Credit Program for all law enforcement personnel, sworn and civilian.

Most law enforcement training is based on conflict resolution and officer safety. Little is focused on the most frequent interactions of our personnel that doesn't involve command and control direction.

The challenge: How can you prepare your people to provide excellent service to the Public when the volume is unprecedented and training in human relations and service skills lacking? Every encounter with the public impacts departmental image, affects employee morale, and agency efficiency and effectiveness.

**This workshop is offered in three parts and awards up to 12 *IN-SERVICE* credit**

Training Part	Hours	Cost	Credits	Cost/Credit Hour	Savings
One	4	\$65.00	4	\$16.25	19%
One & Two	8	\$110.00	8	\$13.75	31%
One, Two & Three	12	\$140.00	12	\$11.67	42%

**SPECIAL INTRODUCTORY OFFER: Three can register for the price of two during June & July! DON'T MISS OUT**

### In Service Credit Program Benefits...

As a participants, you will gain a better understanding of:

1. Effective ways to ask questions & listen
2. How to handle difficult questions with tact and diplomacy
3. The techniques of meeting & greeting to create a positive first impression
4. Methods to handle stress
5. How to make positive lasting impressions
6. Proactive vs. reactive to overcome negativity
7. How to take the initiative to engage others in conversations
8. How to build individual and team confidence and enthusiasm
9. Methods to deal with difficult personalities
10. How to provide effective customer service while maintaining safety
11. How making a difference to the agency is in everyone's best interest
12. Professional and personal responsibilities
13. The role of attitude in delivering high-impact customer service
14. Methods to resolve complaints successfully
15. How to develop a personal plan to make a difference...and much more!

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**Law Enforcement Support Systems, LLC**

*337 Turnberry Road, Birmingham, AL 35244*

[www.lawenforcementsupportsystems.com](http://www.lawenforcementsupportsystems.com)



# Enhance Every Encounter

*Enhance each Exchange - Every Person is Important - Encounter with Confidence*



## In-Service Credit Program for all law enforcement personnel, sworn and civilian

**Registration:** You will find our training schedule makes it easy to select the most convenient location and dates to meet your schedule. Once you have selected your location and dates, register on-line at [www.lawenforcementsupportsystems.com](http://www.lawenforcementsupportsystems.com) or by mail.

### TRAINING SCENE DO ENTER TRAINING SCENE DO ENTER TRAINING SCENE

2008	LOCATION	DATES	DAYS	TIME
<b>September</b>	Montgomery Tuscaloosa*	9 <sup>th</sup> & 10 <sup>th</sup> 16 <sup>th</sup>	Tuesday & Wednesday Tuesday	<b>FIRST DAY</b>  <b>Part One:</b> 8: 00 AM to Noon  <b>Part Two:</b> 1:00 PM to 5:00 PM  <b>SECOND DAY</b>  <b>Part Three:</b> 8: 00 AM to Noon
<b>October</b>	Orange Beach Anniston	15 <sup>th</sup> & 16 <sup>th</sup> 21 <sup>st</sup> & 22 <sup>nd</sup>	Wednesday & Thursday Tuesday & Wednesday	
<b>November</b>	Dothan/Ozark Baldwin County Birmingham Tuscaloosa*	5 <sup>th</sup> & 6 <sup>th</sup> 12 <sup>th</sup> & 13 <sup>th</sup> 18 <sup>th</sup> & 19 <sup>th</sup> 18 <sup>th</sup>	Wednesday & Thursday Wednesday & Thursday Tuesday & Wednesday Tuesday	

**Don't procrastinate or you just may run out of time, register today...**

\*Special One day Program

LOCATION	LOCAL CONTACT	TELEPHONE	E-MAIL ADDRESS
Tuscaloosa	Drake Jones	205-759-3000	cjones@tuscaloosa.com
Baldwin County/Orange Beach	Debbie Bulman	334-937-1840	m.bulman@att.net
Montgomery	J. E. Brown	334-240-4545	jbrown@montgomery.al.gov
Anniston	Brian Staude	256-782-5318	bstaude@jsu.edu
Dothan/Ozark	Bobby Blankenship	334-498-3235	training@ozarkalabama.us
Birmingham	Lt. Allen Hatcher	205-254-6356	allen.hatcher@birminghamal.gov

For additional information, please contact

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