

REGISTRATION INFORMATION

Name _____
Agency _____
Address _____
City _____ State _____
Zip _____ Phone _____
FAX _____ e-mail _____

**Registration fee:
\$90.00 per person**

Training Site:

Perry Township Police Dept
622 Genoa Avenue SW
Massillon, OH 44646



4 WAYS TO REGISTER:

On Line: www.ncpi-ohio.com

Mail: Northcoast Polytechnic Institute
Attn: William D. Healy, Director
6688 Steinbeck Court
No Ridgeville, Oh
Phone (440) 353-0796

e-mail: info@ncpi-ohio.com

Fax: (440) 353-0797

FOR OFFICE USE ONLY

School No. _____
Crucial Conversations
Perry Township PD April 13, 2018

WEB: www.ncpi-ohio.com

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North Ridgeville, Ohio 44039
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**CRUCIAL
CONVERSATIONS**



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by

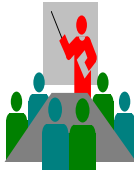
**Perry Township
Police Department**

**Friday
April 13, 2018**

8:00 AM - 4:30 PM

About the course:

“Crucial Conversations” - Tools for Talking When the Stakes are High



This one (1) day course is designed to foster an organizational culture that opens an honest dialogue between all employees in order to enhance their commitment to the core values and to improve decision making and morale.

It is also designed to promote an environment of open communication without fear of reprisal regardless of rank, status or position. This will then reinforce the character and integrity of all departmental employees as they embark on achieving the mission and goals of the organization.

About the topics:

- The 3 ingredients of crucial conversations – opposing opinions, strong emotions & high stakes
 - How people handle crucial conversations
 - Categories of people who may be engaged in heated discussions
 - How to develop skills in dealing with conversations regarding pressing problems
 - The power of dialogue & the free flow of communication
 - The 7 steps in the “dialogue” model
 - Generational differences in crucial conversations
 - Characteristics of the different generations
 - Methods to bridge the generational differences and engage in effective communication
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About the instructor:



Ms. Susan Rance Locke was a career law enforcement officer for the past 29 years. She retired from the Ohio State Highway Patrol after 29 years of service. During her career, she served as a road trooper at the Chardon Highway Patrol Post. She also served as an Academy instructor at the Ohio State Highway Patrol Academy in Columbus, Ohio for over 7 years. Throughout her OSP career, she served as a Sergeant assigned to the Internal Affairs Unit in General Headquarters. She was later promoted to Lieutenant and was assigned to the Human Resource Management (HRM) unit where she worked in labor relations and as the training supervisor for the Department of Public Safety. Her last promotion to Staff Lieutenant required her to be reassigned as commander of the HRM employee relations section. Sue is a graduate of the prestigious 12 week Southern Police Institute (SPI) Administrative Staff and Command School out of the University of Louisville in Louisville, KY. Sue also received the J. Stannard Baker award from the National Highway Traffic Safety Administration for development of a seat belt program prior to the seat belt laws being implemented. Sue has over 20 years of law enforcement training instructor experiences in many different topics. She is an OPOTA certified instructor.