



## Effective Patterns and Tactics of Communication during a Crisis or Hostage Based Scene

Date: Wednesday, 01/31/18

Time: 8:30am-4:00pm

Location: Yakima City PD

207 S 3rd Street

Yakima WA 98901

Fee: \$189.00 Per attendee

View Dr. Cipriano 's Biography

<http://simcipgrouptrainingandconsultingservices.com/users/editorialdep.php?mn=717490&fn=theinstructors>

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This course is designed to educate others on Effective Communication and use of Active Listening Skills and Techniques. The ability to communicate is a skill that must be learned and practiced. Those that utilize such skills have the potential to be successful communicators due to understanding such principles, practicing such principles, and applying such principles when faced with potential conflict, communication barriers, and crisis situations.

Following the completion of this didactic, the overall goal for attendees will be to gain new insight into the following: Principles of Effective Communication, Components and Perceptions of Communication, Barriers to Effective Communication, Crisis Communication Skills, Active Listening Skills, and Getting Past "No".

### Learning Objectives :

- Principles of Effective Communication
- Components of Communication Process
- Perceptions of Communication
- Barriers to Effective Communication
- Crisis Communication Skills
- " Getting Past No "
- Types of Negotiating Incidents, Priorities within Negotiations, Methods of Communication Used, and Constructs of a Negotiating Incident
- Active Listening Strategies & 14 Communication Techniques
- Rule of Reciprocity, Perceptual Contrast Principle, Foot in the Door Technique, Door in the Face Technique, Pluralistic Ignorance, Uncertainty Principle, Werther Effect, Scarcity Principle, Stockholm Syndrome and London Syndrome
- Back to Back Exercises
- Communication Round Table
- " Catch Phrase " Exercise

Fees will be returned if the seminar is cancelled due to a limited number of attendees or is cancelled with Dr. Cipriano 72 hours before the seminar. Fees will not be returned if the attendee does not show to the seminar for any reason or contacts SIMCIP Group inside 72- hours of the designated seminar. The hope would be to do another similar seminar(s) hosted by **Yakima Police Dept.** within a 12-month period. For those that are not able to attend and have paid or cancel with Dr. Cipriano inside the 72-hour time frame of the designated seminar, he/she is welcome to reschedule another seminar. The paid and registered attendee can also have another attendee replace and attend a paid seminar in his/her place. The attendee is responsible for notifying Dr. Cipriano prior to the designated seminar. The attendee and /or designated staff member must contact Dr. Cipriano (upon advertisement for any of the future SIMCIP Group seminars) for that rescheduled spot to be honored if the seminar was not attended or contact was made with Dr. Cipriano inside the 72-hour time frame of the designated seminar.