Interacting with people is part of the stock and trade of the community corrections and law enforcement professionals. But, sometimes being a good communicator isn’t good enough—often we need to be an effective communicator. Dealing with different types of people who have different needs and expectations in multiple contexts is not easy—in fact, it can be quite overwhelming. Being an effective communicator is the result of having, and using, a repertoire of ethical skills and tools, especially when having those “difficult” conversations. Effective communication is a learned ability.

This highly interactive, practical, and evidence-based program provides the tools and skills that good make communicators more effective. Based on the VALUES Communication model (Value, Ask, Listen, Understand, Empower, Serve) presented in the APPA Edition of the book, Communicating with VALUES: A Seamless Process for Personal and Professional Effectiveness, participants will gain a deeper understanding of what it takes to improve relationships and empower others through ethical interpersonal interactions. Included in this program is a VALUES “Tool Box” of individual assessments in behavior styles, listening, emotional intelligence, and perception of self and others that can be used with clients, colleagues, and family. Participants learn how to apply these and other tools and skills to prepare for productive conversations that produce the results they want to have.

Attendees of this one-day program will:

- Learn the skills and tools of simple and dynamic communication model to be a more effective communicator with clients and colleagues
- Learn skills for diffusing emotional situations and backing down pressure levels
- Learn how to use and apply the VALUES “Tool Box” to prepare for productive difficult conversations
- Apply learned VALUES tools to elicit positive responses that will enhance motivational interviewing
- Learn to identify and proactively address different behavior styles in different situations
- Apply skills and tools for having productive difficult conversations
- Be able to use and share these skills and tools with clients, colleagues and family

If your agency would like to consider an on-site program, email d.braaten@ethics-twio.org or contact David Braaten at 480-244-3472.