

WHEN COMMUNICATION COUNTS

Managing Conflict and Workplace Harmony
3-Day Nonviolent Communication Workshop

"Kevin Gilmartin's 'Emotional Survival' class woke me up. 'When Communication Counts' showed me exactly how to do what Gilmartin suggests. Understanding conflict helps me see people differently."

~ Participant

Designed for those needing skills to create outcomes that leave the professional, as well as the person and community they are serving, satisfied that the best possible is being done to meet everyone's needs.

POST certified, 18 CEU's, 1 University credit, Boise City credit, IdahoSTARS credit, IBADC certified.

Action-packed, fun workshop with serious results. Powerful tools, based on the latest research. Stay calm in conflict. Get results. Get voluntary agreement. Build relationships.

Topics Covered

Each participant brings one communication challenge and learns ways to create the wanted outcomes.

- What stops people from hearing you?
- How conflicts develop
- Common actions that intensify conflict
- Powerful de-escalation technology
- Get everyone's needs met without compromise
- Long and short term strategies
- Dealing with your emotions
(learn their role and value; how to transform them)

Who is your worst communication nightmare?

Here are the skills that will transform your experiences with...

- General public
- Patients
- Clients
- Inmates
- Criminal offenders
- Residents
- Co-workers
- Parents
- Spouses
- Children
- Family
- Emergency situations
- Bosses
- Employees

Locations

Idaho Labor Dept.
1090 E. Watertower Ave.
Suite 100
Meridian, Idaho 83642

Idaho POST Training Acad.
700 S Stratford Dr.
Meridian ID, 83642

2013 Dates

April 1-3
June 17-19
August 19-21
October 21-23

Registration Deadline

March 18
June 3
August 5
October 7

Times

8:30am to 5:30pm daily
1.5 hour lunch

Fee

\$345* / Returnees: \$99* (Lunch not included)

Must enroll and pay in advance
Registration form on back

One free admission if you host the event at your site with a minimum of 10 paid participants

Contacts



Jan Blum, Springboard Communication
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Marti Monroe, PhD
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martimonroe@gmail.com

SAVE 10%
on two or more
from one site,
or one couple

If you've taken the workshop once, you are invited to return for only \$99 per workshop.

* Cancellations received at least 5 working days before seminar are refundable less a 20% administrative charge. For cancellations received later, a credit of \$170 will be issued toward a future seminar.

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Course Registration

(for new people and returnees)

Participant Name _____

Title _____ Location _____

Agency _____

Phones (H) _____ (W) _____ (C) _____

Emails (H) _____ (W) _____

Address _____

City _____ State _____ Zip _____

Please check here if registrant above needs accommodation, in accordance with the ADA, to participate in this activity. **Date of workshop** _____

Cost: \$345 (or _____) per person X _____ applicants = Amount Paid _____ Check # _____

Please make sure the following information is on the check:

- Payable to **Martha Monroe**
- Your contact phone number
- The words "When Communication Counts"
- The name of the participant/s

MAIL TO: Marti Monroe
1797 W. Floating Feather Rd.
Eagle, ID 83616

Cancellations received at least 5 working days prior to the seminar are refundable less a 20% administrative charge. For cancellations received later, a credit of \$170 will be issued toward a future seminar. A \$20 fee is assessed on all returned checks.

"I love the non-confrontational phrases and the tools for deflating hostile people. I have enjoyed the adult learning styles."
~ Chris Johnson, Training Lieutenant (Corrections)

"Very interesting how some simple changes in the way I communicate has so much power for positive."
~ Eric Foster, police officer

"The best thing I have ever done is repeat, repeat, repeat the workshop. Each time I have taken it, the results have been more and more miraculous. The bonus is the repeat price. I highly recommend this course."
~ Cindy Tvinnereim

"This is one of the better workshops I have attended. You guys rock. I love your mellowness and caring."
~ David Hartgrave, Deputy II

"If you want to fully understand how to say what you really want to say and request the results you want, come to this class!"
~ Chantel Koho, Dispatcher

"It was meaningful to be heard respectfully and compassionately."
~ Attendee

"I am amazed how much of an impact this can have on each person, no matter what walk of life they come from."
~ Kristi Eller, Corporal

"This workshop was filled with understanding life. These are very useful tools of communicating!"
~ Colin Yates, Investigator

"This is life changing. So many of the exercises are so powerful."
~ Kyndal May

"Very unique! You are sharing techniques that I've never heard of before or seen in action."
~ Victim Witness Coordinator

"This is a real eye and ear opening experience."
~ Tracy Koyle, Dispatch

"I thought I was hearing others; now I realize I have been missing so much!"
~ Melanie Owen, Resource Coordinator

"This workshop will improve the way you communicate, even if you are good at it!! You will have less fear of conflict."
~ Deb Mercy, NP