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# **Arresting Communication**

## ***Advanced Interaction Skills from Practical to Tactical***

**Hosted By:** WSCJTC & King County Sheriff's Office

**Location:** WSCJTC  
19010 1<sup>st</sup> Ave. South  
Burien, WA 98148

**Date:** **December 10-11, 2012**

**Time: 8am to 5pm**

**Hotel:** Holiday Inn Express Sea-Tac  
19621 International Blvd.  
**\$79/Night** (Code: Criminal Justice Training Rate) #: (206)824-3200

### **Created and Instructed by...**

#### **Lt. Jim Glennon(ret.)**

- \* Author: Arresting Communication: *Essential Interaction Skills for Law Enforcement*
- \* Master Degree in Law Enforcement Justice Administration
- \* LawOfficer.com Columnist
- \* Former Adjunct Instructor Northwestern University Staff and Command

### **Arresting Communication**

Communication is the most important skill for Law Enforcement professionals to conquer.  
This course examines communication from two perspectives:

#### **The Warrior's Edge:**

##### **Winning Violent Confrontations**

- Detect Pre-Attack Indicators
- Establish a Command Presence
- Employ Verbal De-escalation Techniques
- Accurately Read Body Language

#### **Excel In Your Profession:**

##### **The Principles of Interaction**

- The Magic of Questions
- Active Listening
- The Power of Empathy
- Building Rapport
- Minimizing Citizen Complaints

*LifeLine Training's "Arresting Communication Program" is now being used by the United States Air force as their official communication protocol.*

**REGISTRATION ONLINE @ [www.lifelinetraining.com](http://www.lifelinetraining.com)**

**COURSE FEE: \$139 PER PERSON**  
**(Subsidized by WSCJTC, regularly \$179 per person)**

**For More Information or to Register a Group Contact:**

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To be removed from this fax list please contact [brian@lifelinetraining.com](mailto:brian@lifelinetraining.com)