

The Correctional Management Institute of Texas

At Sam Houston State University

Presents:



**What to Say when
You can't say YES**

&

**Dealing With
Difficult People**

**March 9-10, 2010
Tyler, Texas
\$185 per Participant**

OBJECTIVES:

Differentiate professional responses from personal reactions

Creating experiences with good outcomes

Learning that *how* you say it is more effective than *what* you say

Using techniques and language of positive redirection

WHO SHOULD ATTEND:

Law Enforcement Personnel

Probation & Parole Personnel

Alcohol & Drug Counselors

Detention & Corrections Personnel

LOCATION:

Tyler Junior College School of Continuing Education-West Campus
1530 SSW Loop 323
Tyler, TX 75701
(903) 590-2766

Register online at: www.cmitonline.org
For questions contact Natalie Payne:
Call 936-294-1706 or Email npayne@shsu.edu

INSTRUCTOR:

J. Mark Warren attended Texas A&M University and Saint Edward's University from which he received a Bachelor of Arts in Sociology in 1977. He also graduated from the 157th Session of the FBI National Academy in Quantico, Virginia. Mark worked for the Texas Department of Public Safety for 23 years, 19 of which he spent at the Training Academy where he was the Assistant Commander for seven years. Mark was a member of the Verbal Judo instructional staff from 1987 to 2002. He is a member of the Texas Police Association and a member of the Association of Texas Law Enforcement Educators. Currently, Mark is the Training Coordinator and a Consultant for the Texas Association of Counties. He assists with the vision, development, and delivery of programs for both the internal and external customers of Texas county government.

HOTEL:

Sleep Inn Suites

5555 S. Donnybrook Ave., Tyler, TX 75703
(903) 581-8646

When making a reservation, ask for SHSU-CMIT rate to ensure a room cost of \$70.00. Reservations should be made by February 26, 2010 to ensure discounted room rate.

Registration/Sign-In will be from 7:30-8:00am on March 9, 2010. The program will begin at 8:00am both days and conclude at 5:00pm on March 10, 2010.

CANCELLATION POLICY:

Full refunds will be given to those who cancel in writing a minimum of ten working days prior to the training. A \$35.00 administrative fee will be assessed for cancellations after the deadline. The Correctional Management Institute of Texas reserves the right to retain or collect fees in full for those who fail to cancel prior to the training or for those who fail to attend. Substitutions are permitted at anytime.

Return the bottom portion to Natalie Payne at:
Correctional Management Institute of Texas
George J. Beto Criminal Justice Center
Sam Houston State University
Huntsville, Texas 77341-2296
Or Fax to: (936) 294-1671

Reg. Fee \$185

What To Say/Dealing With Difficult People

March 9-10, 2010

Last Name _____ First Name _____

Agency _____ Title _____

Address _____ City _____ State _____ Zip _____

Phone _____ Email _____

Credit Card (MC, V or AmEx) # _____ Exp Date _____

TCLEOSE: PID # _____ Must have PID for TCLEOSE credit

Make checks payable to: Sam Houston State University

DUPLICATE AS NEEDED FOR MULTIPLE REGISTRATIONS

Sam Houston State University is a member of The Texas State University System