



# CARE Communication Skills

By Rory Aplanalp

[www.rory.com](http://www.rory.com)

*Sponsored By The Greater Harris County 9-1-1 Emergency Network*

**Tuesday, February 19, 2008**

Holiday Inn, Reliant Park

8111 Kirby Drive

### You will learn:

- How your communication approach can make a positive difference
- Practical tools to discover what motivates others and how to adapt your Communication style to their needs
- Understand the difference between proactive and reactive communication
- How to use reflective listening
- How to create trust through communication
- Create an atmosphere of appreciation

**"Successful people DO the things unsuccessful people are unwilling to do. It's not about what you know, it's what you DO that makes the difference."**

**-- Rory Aplanalp**

**You will earn TCLEOSE Credits.**

**Continental Breakfast 7:30 a.m.  
Seminar 8:00 a.m. – 5:00 p.m.**

**Fee is \$20.00 per person;  
Catered Lunch is included**

I wish to register for the seminar

Please make checks payable to  
GHC 9-1-1 Emergency Network

Name(s) \_\_\_\_\_

Public Safety Agency \_\_\_\_\_

Address \_\_\_\_\_ City, State & Zip \_\_\_\_\_

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Mail to: **Amy Bedford – Greater Harris County 9-1-1 Emergency Network  
602 Sawyer, Suite 710 – Houston, TX 77007**

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**Fax Number: (713) 864-9911**