



\$525/Person



# Building Interpersonal Communication Skills

Brazoria County Sheriff's Office | Angleton, TX

Click the link to register: <https://www.joeserio.com/all-events/glt-brazco-0325>

Join us for this intensive program that will lay out proven tools and techniques for building strong relationships, games for heading off conflict, and dealing with conflict when it's unavoidable.

### WHO SHOULD ATTEND?

Open to any city, county, state, or special districts government employee with an emphasis on 911 Telecommunicators.

-  **Active listening**
-  **Positive interaction with difficult people**
-  **Tools to avoid arguments**
-  **Rapport building and customer service**
-  **Body language**
-  **And much more!**

*"Dr. Serio's motivation was life changing. I'll apply the information to my political duties and in my business and personal life."*

*"Your training was a gift. We would like to see you again. Incredible experience!"*

**March 10-12, 2025**

8:30am-5:00pm



**Brazoria County Sheriff's Office  
Training Room 1  
3602 County Road 45  
Angleton, TX 77515**

### Meet Joe Serio

Joe Serio, Ph.D. is a popular and entertaining trainer who delivers insightful and thought-provoking material. His content is rich in practical, proven techniques for effective communication with a wide variety of personality types.



His communication skills have been honed in a wide variety of settings, including growing up in a large family, driving a taxi in New York, investigating the Russian mafia in Moscow, living in China, and working in government agencies.