



Effective Communication: Message Spoken Message Heard

Presented by Ann Anzalone

April 18, 2009, Akron, Ohio

Quality Inn Conference Center,
2940 Chenoweth Road, Akron, Ohio 44312

April 25, 2009, Dayton, Ohio

Montgomery County Children Services,
Haines Children's Center, 3304 North Main Street, Dayton, Ohio 45405

Communication affects everything we do. As a child advocate, effective communication is essential when working toward the best interest of children. In this training you'll learn how the message received is more important than the message given. You'll explore the five keys to effective communication, how the brain processes information, how gender influences communication and how to communicate with children based on their neurological and developmental maturity. As a result of this training you'll be able to identify stress responses, learn techniques to create rapport, practice communication styles and gain a better understanding of specific interview techniques.

Ann Anzalone is a nationally-known, dynamic speaker and experienced trainer working in the field of communication, education, and learning for the past 25 years. Ann teaches for learning specializing in communication skills, community building, learning styles, cooperative learning, and stress management. Her presentations are very practical and focus on the development of techniques, strategies and tools to optimize learning and communication skills. Currently, she teaches graduate classes at Wright State University and the McGregor School, Antioch University.

This training is for anyone who advocates for or works with children and adolescents.

CEU approved-five hours, CLE pending-five hours. An approved guardian ad litem continuing education course.

AGENDA

Registration 8:30-9:00

Morning 9:00-11:45 (15 minute break)

Communication styles; Five key communication languages

Foundations of communication; What you said—how I think

Gender differences; He said-she said

Adjusting the message; Neurological and developmental maturity, life experience, culture, age, race, addiction, and trauma

Lunch 11:45-12:15

Afternoon 12:15-3:00 (15 minute break)

Taking charge of the message; What I said—what you heard

Developing rapport; Active listening

Interviewing techniques for children and adults; Modeled communication styles, techniques and skill development

OHIO CASA REGIONAL TRAINING REGISTRATION

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\$30. Registration fee for OHIO CASA **Individual Members**, lunch included

\$55. Registration fee **plus Individual Membership** fee, lunch included. (Please fill out your membership form and send with your payment.)

\$65. Registration fee for **Non Members**, lunch included

\$15. Additional fee for **CEU, CLE credit and certificate for guardian ad litem continuing education course.**

Please return the registration (and membership form if applicable) with your payment to:

Attn: Regional Training Registration

OHIO CASA

261 B East Livingston Avenue

Columbus, Ohio 43215

**For more information contact Jeanne Dhayer, OHIO CASA Training Coordinator
(614) 224-2272 or Jeanne@ohiocasa.org Fax (614) 228-6446**

Paid for in part by The Ohio Department of Job and Family Services

CHECK ONE:

April 18, 2009 Akron

Registration with lunch must be received by April 14

April 25, 2009 Dayton

Registration with lunch must be received by April 21

In the event we need to contact you, *please* write legibly.

Name _____ Address _____

County/City/Zip _____

Email _____ Phone _____

Certificates for CEU credits are sent out by email. Please make sure you include your email address. If you do not have one, a hard copy of your CEU certificate will be sent. All CLE credits are submitted electronically.

I am a: ___ CASA/GAL Volunteer ___ Attorney ___ Social Worker or Therapist

___ Court Magistrate, Judge or Court Staff ___ Other, please specify _____

I need ___ CLE credits ___ CEU credits ___ Certificate for guardian ad litem continuing education

___ Fee amount enclosed ___ Vegetarian Lunch ___ Non Vegetarian Lunch

Visa or MC Credit card number: _____ Exp Date _____

Signature _____ Fax 614 228 6446



MEMBERSHIP

What does OHIO CASA do?

OHIO CASA supports local volunteer CASA/GAL programs and volunteers through the provision of leadership, technical assistance, training and quality assurance. CASA/GAL volunteers are appointed by the court to advocate for

abused and neglected children. OHIO CASA implements and monitors National CASA Association standards, provides local program staff and volunteer training, facilitates new program development and works to secure stable funding for local programs. In 2007, 2,120 volunteers advocated for 8,116 children in forty Ohio counties. It is OHIO CASA's goal to expand CASA/GAL programs to all of Ohio's eight-eight counties so that every child receives quality advocacy and their best interests be met. **Your membership helps us accomplish these goals.**

What are the benefits of membership?

- Knowing your membership fee is helping Ohio CASA/GAL programs advocate for the best interests of abused and neglected children.
- Voting privileges in the annual election for OHIO CASA's Board of Directors.
- Discounts on registration fees for OHIO CASA's annual conference and training events.
- A Celebrate Kids! lapel pin for new members.

Please fill out and send in with your payment.

Name _____ Organization _____ Date _____

Address _____ City _____ State _____ Zip _____

Telephone _____ Fax _____ Email _____

Select One

Active Volunteer Staff Other _____

New Renewal \$25.00 Individual Member

New Renewal \$50.00 Organization Member

Contribution \$ _____

Total Amount Enclosed \$ _____

Please enclose a check for the amount of your membership dues plus any tax deductible contribution you wish to make payable to Ohio CASA and mail to:

Attn: Membership
OHIO CASA
261B E. Livingston Ave.
Columbus, OH 43215
614-224-2272, 1-800-891-6446

Thank you for your support. Your membership is important to us!

OHIO CASA is a member of the National CASA Association.