



## **Training Program for Animal Control Professionals Hosted by Westminster Animal Management February 8, 2018 - Westminster, Colorado**

### **8:00 AM to 12:00 PM**

**Interview and Investigation Techniques** - Whether an ACO is conducting an animal bite incident, animal abuse or neglect case, or a simple dog-at-large violation, gathering the proper information is critical for a successful investigation. This training module will provide knowledge in how to conduct interviews and investigations specific to Animal Control, and how to lawfully obtain admissions and confessions. The course focuses on rapport building, communication skills, Miranda rights, common human behaviors, deception and denial traits, verbal responses and body language.

### **12:00 PM to 1:00 PM – Lunch on your own**

### **1:00 PM to 5:00 PM**

**Tactical/Interpersonal Communication** - What is the goal of an Animal Control Officer during a contact? Answer: “generate voluntary compliance”. The ability to communicate effectively is vital for the ACO. Professional presence and verbal skills are the first two elements presented when communicating with the public. The tactical communications course is specifically designed for the work of an ACO when dealing with stressful and emotional situations. The training provides a structured dialogue that can be used toward conflict resolution, enforcement and education, diffusing hostile situations and achieving a positive outcome. The course focuses on a win-win dynamic resulting in professional service, positive public relations, reducing liability and enhancing officer safety.

### **Class Location**

Westminster Public Safety Department, East Training Room, 9110 Yates Street, Westminster, Colorado 80031. Need directions? Please call 303-658-4325.

The Training Program for Animal Control Professionals costs just \$125. To register, please complete and submit the attached registration form or visit [www.aco-acts.com](http://www.aco-acts.com) (click on the “training calendar” link). Questions? Contact ACTS at 913-515-0080 or via e-mail at [info@aco-acts.com](mailto:info@aco-acts.com). Upon registration, you will receive a confirmation letter via e-mail.

**Animal Control Training Services**

**913-515-0080**

**[www.aco-acts.com](http://www.aco-acts.com)**

**[info@aco-acts.com](mailto:info@aco-acts.com)**

# Training Registration



**Training Course for Animal Control Professionals  
February 8, 2018  
Westminster, Colorado**

**Animal Control Training Services  
16608 West 144 Terrace  
Olathe, Kansas 66062  
Phone: 913-515-0080  
Fax: 816-447-3938  
info@aco-acts.com  
www.aco-acts.com**

## Attendee Information

**Name:** \_\_\_\_\_  
**Name (2):** \_\_\_\_\_  
**Name (3):** \_\_\_\_\_  
**Name (4):** \_\_\_\_\_  
**Agency Name:** \_\_\_\_\_  
**Agency Address:** \_\_\_\_\_  
**City/State:** \_\_\_\_\_  
**Zip/Postal Code:** \_\_\_\_\_  
**Country:** \_\_\_\_\_

**Agency Phone:** \_\_\_\_\_  
**Agency Fax:** \_\_\_\_\_  
**Your E-Mail:** \_\_\_\_\_

## Registration Fees

Fee: \$125 \_\_\_\_\_  
x Number of Attendees: \_\_\_\_\_  
Subtotal: \_\_\_\_\_  
Total Due: \_\_\_\_\_

**Payments must be received by 2/7/2018**

## Payment

- Check payable to ACTS**
- Credit Card (see below)**
- Purchase Order (attach)**

Registration Fees: \$125 for the complete course. You may pay for this training program either with an Agency Check, Personal Check, Purchase Order or Credit Card. Credit Card payments are processed via PayPal (Visa, MasterCard, AMEX, Discover). To pay via Credit Card, please e-mail or fax your registration form and check "credit card" on this form. You will then be sent a PayPal invoice via e-mail.

Mail this registration form and payment to:

**Animal Control Training Services, 16608 West 144 Terrace, Olathe, Kansas 66062**

If you submit this form via e-mail, please confirm that the form was sent by checking the "sent folder" in your e-mail application (your security settings may or may not allow this form to be sent via e-mail).

**Questions? Contact ACTS at 913-515-0080 or via e-mail at info@aco-acts.com.  
ACTS Federal Tax I.D. #46-2319937**

Upon registration, you will receive a confirmation letter via e-mail.

Class location: Westminster Public Safety Department, East Training Room, 9110 Yates Street, Westminster, Colorado 80031. Need directions? Please call 303-658-4325.