



19210 S. Vermont Avenue, Building A, Suite 100
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www.irwaonline.org



Adult Communication Principles and Methods

219 - Adult Communication Principles and Methods

October 23-24, 2023

Riverside, CA

Credits: 16 QEU/CEU

Credentialing

- **New SR/WA:** A required intermediate course for the RWP certification
- **Industry:** An elective course that can be applied towards all four pathways in the Industry-Specific Pathways Program
- **Specialist:** An elective course for the R/W-AMC and R/W-NAC programs

Topics

At the conclusion of this course, you will be able to:

- Describe three different methods of communication: presentation, instruction, and facilitation;
- Understand the differences between each method and when to use them; and
- Demonstrate these three methods of communication.

Course Tuition Includes

Learning Guide PDF

Instructors

Lisa R. Harrison, SR/WA, R/W-URAC, R/W-RAC, R/W-NAC is the President of Pinnacle Consulting Management Group, Inc. Lisa's continued dedication is reflected through her commitments as a past IRWA International President and IRWA Master Instructor; past member of the International Relocation Committee and International Professional Development Committee; honored as the 2005 Recipient of IRWA Region II Right of Way; Professional of the Year and 2005 Frank C. Balfour Right of Way Professional of the Year; co-author and presenter of the 2005 changes to the Uniform Act; author of the revised version of IRWA Course 504 - Computing Replacement Housing Payments; co-author of the IRWA Course 219 - Adult Communication Principles and Methods; co-developer of the IRWA Instructor's Clinic, and served as former Chair of the R/W Consultants Council. During her right of way career, Lisa has provided consulting land acquisition/relocation services for numerous government agencies throughout the United States and has developed/implemented quality assurance and training programs related to the acquisition/relocation process.

Dr. Michele L. Folk, SR/WA, R/W-RAC, R/W-URAC, R/W-NAC is a licensed Real Estate salesperson in the State of California, and she has 32 years of business experience with an extensive background in teaching, communication, relocation and negotiation. She currently serves as Director of Client Development at Transystems Inc. For the past 24 years, Dr. Folk's primary focus has been on the management of acquisition and relocation activities, on both federally and non-federally funded projects, with a particular emphasis on relocation and projects involving the development and preservation of affordable housing. She serves in a programmatic oversight capacity for projects involving large-scale residential and non-residential relocations ensuring compliance with federal, state and local relocation laws. She is a certified CLIMB Instructor for many International Right-of-Way Association courses and is a regular panelist and presenter on relocation topics at industry conferences and seminars throughout the country. Dr. Folk is currently serving as the Chair of the International Relocation Assistance Committee.

Course Coordinator

Kelley Kelley SR/WA
Phone: (909)631-8938
E-mail: kelleymforliving@gmail.com

Location

3450 14th Street
Riverside, CA 92501
Participant Capacity: 20
Contact Course Coordinator
for a free parking pass.

Suggested Accommodations

Marriott Riverside
at the Convention Center
3400 Market Street
Riverside, CA 92501
Phone: (951) 460-2584
Contact hotel directly for reservations.

IRWA Member Tuition	IRWA Non-Member Tuition	PDF of Course Materials	Printed Course Manual Black/White	Printed Course Manual Color	Total Tuition Amount
\$415.00	\$520.00	FREE	\$30.00	\$80.00	_____

*An electronic copy of your course material will be added to your IRWA Account once your registration is completed.
Printed course materials are only available for purchase until 10 days prior to the class start date.*

Register online at www.irwaonline.org / Fax this entire page to IRWA HQ: (310) 538-1471

REGISTRANT INFORMATION

NAME _____ TITLE _____
FIRST NAME/ LAST NAME

COMPANY _____

ADDRESS _____ CITY, STATE, ZIP/POSTAL CODE _____

PHONE _____ MEMBER YES NO MEMBER ID NUMBER _____

EMAIL ADDRESS _____

SELECT PAYMENT METHOD

Credit Card Check

VISA, MASTERCARD, AMEX, DISCOVER ACCEPTED

NAME ON CARD _____ CARD TYPE _____
VISA/MASTERCARD/AMEX/DISCOVER

CARD NUMBER _____ CARD EXPIRATION _____ DATE _____ CVV _____

SIGNATURE OF CARDHOLDER _____ DATE _____

Cancellation Policy: All classes scheduled by IRWA are subject to cancellation. All class registrants must contact the Course Coordinator prior to making travel arrangements, keeping in mind that the class may be cancelled at any time (for reasons including, but not limited to, insufficient registration, instructor emergencies or other issues beyond the control of the chapter and/or IRWA). Fully liquidated damages for any losses incurred by a class registrant are limited solely to a refund of the registrant's prepaid class tuition. IRWA and its chapters assume no other registrant liability resulting from class cancellation.

Tuition Refund Policy: Written notification of intent to cancel registration must be received via email by both the Course Coordinator and IRWA Headquarters Education Staff (education@irwaonline.org) prior to the class start date in order to be eligible for a tuition refund. A full tuition refund will be issued if notice is received 15 days or more prior to the class start date; a 75% refund will be issued if notice is received less than 15 days prior to the class start date, and no refund will be issued for notice received on or after the class start date.