



## **Milton Academy**

is hosting a new advanced in-service training program for all  
Campus Security Officers, School Resource Officers, Administrators & Supervisors

Presented by

**Lee Struble, President**



*WSM* Trainers & Consultants

**Wednesday, August 22, 2018 (4pm – 11pm)**

**“Advanced Customer Service, Effective  
Communications, Threat Assessment, Crisis  
Intervention and Racial Diversity”**

**Milton Academy,  
Elliott Commons (Millet-Norris House) 94 Centre Street  
Milton, Massachusetts 02186**

**Lee Struble** is President of WSM Trainers and Consultants (*est. 1996*). He recently retired after a 30-year career in higher education public safety (*Nazareth College, Monroe Community College, Rochester Institute of Technology and St. John Fisher College*). He is also a senior trainer for the National Crime Prevention Council (*NCPC*) and provides security assessment and consulting services to colleges and universities throughout the United States. Lee resides in Rochester, New York.

Program Curriculum:

**The Patrol Function; Making Effective Street Contacts & Enhancing Your Observation Skills**  
**Advanced Customer Service; THREE Keys to Service Excellence**  
**Effective Communications; Crisis Intervention & Defusing Techniques**  
**Bridging the Gap; Communicating Across Racial and Cultural Differences**

**Dates: Wednesday, August 22, 2017 (4pm – 11pm)**

**Location: Milton Academy, Elliott Commons (Millet-Norris House)**  
**Milton, Massachusetts 02186**

**Meals: On your own**

**Cost: \$99 per attendee; \$75 per attendee if registering 5 or more from the same agency**

**Registration DEADLINE is Monday, August 8, 2018**

**Please make checks payable to *WSM Trainers and Consultants* and mail to:  
*WSM Trainers and Consultants, 9 Shannon Crescent, Spencerport, NY 14559***

**or credit card payment:**

**Card Type:** \_\_\_\_\_ **Name on card:** \_\_\_\_\_

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**College/School/Dept.:** \_\_\_\_\_

**City/State:** \_\_\_\_\_

**Contact Name/Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Name of Attendees:**

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

5. \_\_\_\_\_ 6. \_\_\_\_\_

7. \_\_\_\_\_ 8. \_\_\_\_\_

9. \_\_\_\_\_ 10. \_\_\_\_\_

*For more information, please contact Lee Struble @ [lstruble@rochester.rr.com](mailto:lstruble@rochester.rr.com) or 585-303-0533*

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*www.wsmtrainers.com*