SPEAKERS BUREAU

Presentation Information

Presentation Category	Communication Strategies
Presentation Title	Being Heard: How to Eliminate Communication
Presentation Length	60 Minutes Key Note / Half Day Workshop/ Full Day Workshop
Presentation Objective	This presentation focuses on leaders being intentional with communication. They will learn the five failure points of communication. They will learn how identify the mission of the communication.
Presentation Description	This presentation is centered around the Six Pillar Points for eliminating miscommunication. The session can be condensed by focusing on the Five Failure Points-Environment, Emotion, Engagement, Evolvement, and Expectations-while taking a deeper dive into just one of them. Alternatively, it can be expanded to explore all six pillars in depth, with each pillar featuring its own intentional framework and actionable takeaways. Clarify the mission before every communication: Equip participants to use the "Mission Prep Checklist" to define the task, purpose, and desired outcome for every conversation. Match the environment to the message: Show how to intentionally select and adapt the conversation setting to maximize clarity, psychological safety, and results. Master the Emotion Equation6 : Teach a step-by-step process to recognize, name, and address emotions-both their own and others'-to prevent escalation and misunderstanding. Implement the ECHO Engagement Cycle: Train attendees to elicit input, deeply comprehend, mirror understanding, and

	refine messaging until clarity is achieved. Adopt specific Behavior Drivers: Provide actionable habits and scripts that eliminate miscommunication, from pre-conversation prep to "in-the-moment" adjustments. No
Speaker Name & Session	Kevin Miller, NA Session 291
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Speaker's Biography	Kevin B. Miller is a highly accomplished Law Enforcement Commander and keynote speaker dedicated to transforming the culture of crisis response and communication in public safety and beyond. With more than 25 years of experience, including leadership roles in SWAT, Major Crimes, and Crisis Negotiations, Kevin is widely respected for his operational expertise and ethical leadership. As the founder of Trigon Training Group, Kevin has delivered thousands of hours of training, consulting, and keynote presentations nationally, empowering agencies, corporations, and communities to build safer, more resilient teams. He is a Master Instructor for Crisis Intervention Training (CIT) and de-escalation, having taught with CIT International, Vera Institute, and state coalitions. His programs, such as "Being Heard6 ," combine real-world experience with proven frameworks to help professionals communicate effectively under pressure, manage critical incidents, and support their teams. Kevin's impact is evident through consulting roles for organizations like the Maryland Attorney General's Office, Fairfax County Police Department, and the National Center for Policing Innovation. His insights as a speaker and workshop facilitator have made him a trusted resource for law enforcement conferences, government agencies, and corporate clients seeking to enhance leadership communication, crisis management, and Resiliency.
