



19210 S. Vermont Avenue, Building A, Suite 100
Gardena, CA 90248
Phone: (310) 538-0233
www.irwaonline.org



Adult Communication Principles and Methods

219 - Adult Communication Principles and Methods

July 23-24, 2026

Dallas, TX

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.
- **PEAK:** A required course to attend the PEAK Instructor Development training and become a Certified IRWA Instructor.

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



Instructor

**Lisa R. Harrison, SR/WA, RW-URAC,
RW-NAC, RW-RAC**

Instructor

Lisa R. Harrison, SR/WA, R/W-URAC, R/W-NAC, R/W-RAC

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.

Location

LJA Engineering, Inc.
6060 North Central Expressway
Dallas, TX 75206
469-438-9080
Participant Capacity: 15
Start Time: 8am Central

Course Coordinator

Joanna Cooley SR/WA-GN, R/W-RAC, R/W-URAC
Phone: (469)438-9080
E-mail: cooleyje@gmail.com

**IRWA Member
Tuition**

\$415.00

**IRWA Non-Member
Tuition**

\$575.00

**PDF of Course
Materials**

FREE

**Printed Course
Materials**

**Total Tuition
Amount**

*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 FIRST NAME/ LAST NAME _____ TITLE _____
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 _____ 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.