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Adult Communication Principles and Methods

219 - Adult Communication Principles and Methods

November 13-14, 2025

Glendale, AZ

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

Instructor

Michele L. Folk, SR/WA, R/W-RAC, R/W-NAC, R/W-URAC

Instructor

Michele L. Folk, SR/WA, R/W-RAC, R/W-NAC, R/W-URAC

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.

Location

Glendale Regional Public Safety Training Center
11550 W Glendale Ave, Room 233
Glendale, AZ 85307
480-714-0840
Participant Capacity: 15
Start Time: 8am Mountain

Course Coordinator

Alyssa Strong R/W-RAC
Phone: (480)823-5558
E-mail: alyssavalverde@gmail.com

IRWA Member Tuition

\$455.00

IRWA Non-Member Tuition

\$615.00

PDF of Course Materials

FREE

Printed Course Materials

Purchase online

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.