



Presents a Seminar on

Communication Skills for Engineers and Surveyors

Mobile
December 4, 2006

Montgomery
December 5, 2006

Huntsville
December 6, 2006

Birmingham
December 7, 2006

Dear Colleague:

Have you ever gotten the feeling that you talk, and people don't listen? Have you ever told someone to do something and they did something different, then, became hostile when you corrected them? We all live through events like this. The object of this class is to help you minimize communication problems by focusing on the four key elements of communication: The message; The sender; The receiver; The bridge.

We will discuss the personal and professional need to communicate, as well as areas in which communication can be troublesome. Areas to be discussed are: Face to face communication; Telephone, including voice-mail; Written, including e-mail, memos, reports and employee evaluations; Communications with co-workers; Communications with the public.

You will learn ways to be sure that your message is received and that everybody understands what is expected of them. This class is appropriate for anyone who answers the telephone, sends e-mails, writes memos or letters, speaks to the public or deals with people. In other words, anyone can profit from this class.

Overcoming Communication Barriers - I know you think you heard what I said. Even in the best of situations a message sent and the message received are often not the same. Understanding differences in personal backgrounds, personality styles, and current circumstances help to improve understanding.

We'll be covering issues in general communications/miscommunications plus "how-to" recommendations in the specific media of face-to-face interactions, phone, and writing.

Please complete and return the enclosed registration form. A fee of \$90.00 per person should be mailed with your registration. Payment may be made by phone or fax if paying with VISA, MasterCard or government agency purchase order. **Registrants are reminded that registration is not complete until payment is received.** The registration fee includes handout material, break refreshments, lunch and a certificate of participation.

Thank you for your continued support of the Alabama Technology Transfer Center. Larry Sellers, John McCarthy and I look forward to seeing you at this short course.

Sincerely,

A handwritten signature in cursive script that reads 'Robert L. Vecellio'.

Robert L. Vecellio
Alabama T2 Center Director

Course Schedule

8:00 a.m.	Registration and Check-In (Coffee)
9:00 a.m.	Communication Skills for Engineers and Surveyors
12:00 noon	Lunch
1:00 p.m.	Communication Skills for Engineers and Surveyors
4:00 p.m.	Adjourn

Seminar Topics

THE IMPORTANCE OF CLEAR COMMUNICATION

COMMON DIFFICULTIES IN TRYING TO COMMUNICATE

GUIDELINES FOR CLARITY

FACE TO FACE COMMUNICATION

TELEPHONE, INCLUDING VOICE-MAIL

**WRITTEN, INCLUDING E-MAIL, MEMOS, REPORTS AND
EMPLOYEE EVALUATIONS**

COMMUNICATION WITH CO-WORKERS

COMMUNICATION WITH THE PUBLIC

Locations and Dates

Mobile—December 4, 2006

Holiday Inn - I 10 West
5465 Highway 90 West
Mobile, Alabama
251.666.5600

Montgomery—December 5, 2006

Embassy Suites
300 Tallapoosa Street
Montgomery, Alabama
334.269.5055

Huntsville—December 6, 2006

Holiday Inn - Research Park
5903 University Drive
Huntsville, Alabama
800.845.7275

Birmingham—December 7, 2006

Oxmoor Inn - Homewood
260 Oxmoor Road
Birmingham, Alabama
205.942.2041

Seminar Instructors

Janet Grouchy holds a Masters of Arts in Philosophy and a Bachelors of Science in Math Education. She has 35 years teaching experience at all grade levels, most recently 15 years experience teaching logic at Louisiana State University. Her primary focus areas are: Interpersonal Communication, Ethics, and Organizational Skills.

David Grouchy, P.E. is a civil and environmental engineer with a career's worth of experience in leading and managing people in public and private agencies. He is the former director of the Louisiana LTAP Center. In his career, he has been involved in restoring the fragile coast of Louisiana, improving navigation on the Mississippi and Red Rivers, and various projects related to planning, designing and constructing drainage and irrigation systems, subdivisions and transportation systems.

Continuing Education Units

Participants completing this seminar will receive 0.55 Continuing Education Units (CEUs). The CEU is a nationally accepted measure of continuing education credit and is awarded at the rate of one CEU for each ten contact hours of qualifying instruction.

Auburn University makes every effort to ensure that its CEU granting programs conform to the requirements of the State of Alabama Board of Licensure for Professional Engineers and Land Surveyors for the award of Professional Development Hours to support the annual renewal of professional registration.

Sponsorship

This seminar is one of the series of conferences and workshops being conducted as part of the Alabama Technology Transfer Center at Auburn University. This program is a part of the Local Technical Assistance Program (LTAP) supported by the Federal Highway Administration, the Alabama Department of Transportation and Auburn University.

This seminar is the 206th offered, with more than 30,000 attendees, since the program's inception in 1983. In addition to conducting training seminars, the T2 Center also publishes a quarterly newsletter, distributes publications and maintains a lending library of videotapes on technical subjects. The Alabama Technology Transfer Center is administered at Auburn University through Business and Engineering Continuing Education and the Department of Civil Engineering. For further information and suggestions for future programs, contact Robert L. Vecellio, Department of Civil Engineering, at (334) 844-4320, or vecellio@eng.auburn.edu

Accommodation of Participants with Disabilities

It is the policy of Auburn University to provide accessibility to its programs and reasonable accommodation for persons defined as having disabilities under the Americans with Disabilities Act of 1990. Please contact us at least two weeks prior to the event so that proper consideration can be given to any special needs.

Cancellation Policy

We understand that circumstances may arise that could require you to cancel your registration, and we make every effort to accommodate your needs. Due to commitments to our instructors and facilities, the registration fee is not refundable if a registrant withdraws less than five working days before the seminar. You may substitute registrants; please notify us in advance if possible. Non-paid, no show registrants will be invoiced for the full cost of the seminar.

Business and Engineering Continuing Education reserves the right to cancel or modify any program offering, but will provide registrants the option of a full refund. Auburn University will not be responsible for expenses incurred by a registrant as the result of a cancelled or rescheduled program.

Registration

Your pre-paid registration guarantees you a seat in the seminar as well as information on any changes to the seminar. Registration on the day of the seminar will be accepted on a space available basis, but enrollment will close when the capacity of the seminar is reached. **Participants are reminded that registration is not complete until payment is received.**

ONLINE REGISTRATION AT: WWW.ENGCE.AUBURN.EDU

Registration Form

Communication Skills for Engineers and Surveyors

Mobile – December 4, 2006 Montgomery – December 5, 2006 Huntsville – December 6, 2006 Birmingham – December 7, 2006

Please print or type; register one person per form; photocopy if more forms are needed.

Name _____ Last Four Digits of SS# _____

Employer _____ Position _____

DOT Division/Bureau _____ Address _____

City _____ State _____ Zip+4 _____

Phone _____ Fax _____ E-mail _____

Fee: \$90.00

Payment by: Check (Payable to Auburn University)

Visa MasterCard P.O. # _____

Credit Card # _____

Expiration Date _____

Cardholder's Name _____

Signature _____

Return Registration Form and Payment to:

Business and Engineering Continuing Education
217 Ramsay Hall
Auburn, AL 36849-5375
Phone 1-800-446-0382 or (334) 844-4370
Fax (334) 844 –5715
www.engce.auburn.edu

Are you an Auburn Alumnus? Yes No

Auburn University is an equal opportunity educational institution/employer
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Business and Engineering Continuing Education
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