

**Registration Form - Effective
Communication Skills II**

(Please register by **September 6, 2012**)

I will attend: ___Sept. 13 **Burlington**
___Sept. 14 **Colchester**

Name: _____

Title: _____

Agency : _____

Phone: _____ Fax: _____

E-mail: _____

Address: _____

City: _____ State: ___ Zip: _____

Billing Contact Person: _____

Phone: _____

Billing Address: _____

City: _____ State: ___ Zip: _____

Add me to your mailing list

Add me to your listserv

Method of Payment:

Check (payable to UConn)

P.O. # _____

ConnDOT Voucher # _____

Please advise if you require special services or have dietary restrictions. Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed.

Mail to: Technology Transfer Center
270 Middle Turnpike, Unit 5202
Storrs, CT 06269-5202

Fax to: (860) 486-5718, or register on-line at
www.t2center.uconn.edu/registration.php

If mailing registration with payment, please be sure to also fax your registration to secure a space. Please direct any questions to Shelly Desjardin at (860) 486-9373.

The Connecticut Transportation Institute's Technology Transfer Center, established at the University of Connecticut's School of Engineering in 1983, provides training, technical assistance and informational materials to Connecticut's local governments on the planning, design, construction, maintenance, operation and management of roads, bridges and public transit.

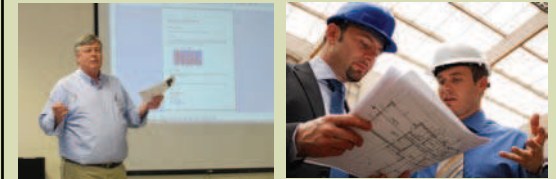
The Technology Transfer Center is a cooperative effort of the Connecticut Department of Transportation, the Federal Highway Administration's Local Technical Assistance Program (LTAP) and the University of Connecticut.



Technology Transfer Center

**Effective
Communication Skills
Level II**

*A Connecticut Road Scholar Program
Required Workshop*



September 13, 2012

Burlington, CT

September 14, 2012

Colchester, CT

8:30 A.M. - 3:30 P.M.

(Registration begins at 8:00 a.m.)

(Lunch will be provided)

Course Description:

Whether handling personnel issues, responding to resident complaints or presenting your budget to the finance board, you must be prepared and communicate effectively to be successful. This course is designed to provide participants with the tools you need to be effective communicators for your agency.

Individual and group exercises will be used to demonstrate and practice techniques that will help you to be a better communicator and achieve your goals.

Instructor:

Tess George is an adjunct faculty member at the University of Massachusetts in Lowell and the University of New Hampshire where she teaches classes in communication, critical thinking, problem solving and other management development topics.

For over 20 years she's drawn on her experiences as a professional speaker, actor, singer and storyteller to help participants strengthen communication skills.



Who Should Attend:

This program is designed for all municipal highway officials, particularly those involved in communicating with the public, boards and on teams. Directors of Public Works, Highway Superintendents and Foremen are encouraged to attend.

Topics to be Covered

- ◆ Your role as a supervisor
- ◆ Dealing with the media
- ◆ Dealing with complaints
- ◆ Public image - assessing your service record
- ◆ Public speaking skills
- ◆ How to make an effective presentation
- ◆ Communication between supervisors & employees
- ◆ Dealing with your government board

Registration Fees

The registration fee for State and Municipal participants is **\$75.00**; the registration fee for private sector participants is **\$150.00**. The registration fee includes lunch and workshop handouts. Registration fees are due prior to the start of the workshop.

Participants from the Connecticut Department of Transportation must provide the ConnDOT workshop voucher number with the registration form and bring the original voucher to the workshop.

Refund Policy

The registration fee is refundable if notice of cancellation is received 48 hours prior to the start of the program. Registrants who are unable to attend and do not cancel in advance are subject to the registration fee. Substitutions may be made at any time. Please notify us of changes.

Registration

Registration is closed one week prior to day of the workshop. Mail your form, fax your form to (860) 486-5718 or register online at www.t2center.uconn.edu/registration.php.

Please Note: We will be emailing travel directions and parking information prior to the training date. Please be sure to provide an email address on your registration.

Enrollment is Limited

Registrations will be accepted on a first-come first-served basis. Please register early for this workshop.