Effective Communication Skills

Level I

A Connecticut Road Master Program
Required Workshop

Registration Form—Effective Communication
(Please register by July 6, 2009)

I will attend:  
_____ July 14th Burlington  
_____ July 15th Colchester  
_____ July 16th Bethel

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
179 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.
Course Description:
By attending this dynamic workshop, you will learn the basic principles of communication including verbal communication style, writing skills and effective listening skills. Tips for speaking in front of groups will be covered, as well as a discussion of professionalism on the job.

Attendees will participate in group exercises designed to provide practice with some of the communication principles presented. You will leave this workshop with some new ideas to try!

Instructor:

E. Wallace Coyle, Ph.D. is a graduate of both Boston College and the University of Massachusetts at Amherst. Dr. Coyle has taught at the United States Military Academy at West Point, Northeastern University and the University of Massachusetts. He has presented numerous strategic management training seminars and has served as a professional consultant for a number of corporations and public sector organizations.

He is a certified trainer for the Commonwealth of Massachusetts, Division of Human Resources and has presented numerous seminars for MassHighway and Baystate Roads.

Who Should Attend:
This program is designed for any state and local personnel who interact with the public and are interested in learning how to communicate more effectively. Directors of Public Works, Highway Superintendents and Foremen are encouraged to attend.

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 refreshments, 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 the day of the workshop. Please mail registration to address noted on the form or fax to (860) 486-5718.

You will receive a confirmation packet by mail containing travel directions and parking information prior to the training date.

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

Tentative Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 a.m.</td>
<td>Registration and Refreshments</td>
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<tr>
<td>8:30 a.m.</td>
<td>Introduction and Morning Session:</td>
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<tr>
<td></td>
<td>- Communication Overview</td>
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<td></td>
<td>- Identify Your Own Communication Style</td>
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<td>- Tips for Speaking in Front of Groups</td>
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<td>12:00 Noon</td>
<td>LUNCH (provided)</td>
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<tr>
<td>1:00 p.m.</td>
<td>Afternoon Session:</td>
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<td>- Written Communication Do's and Don’ts</td>
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<td>- Effective Listening Skills</td>
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<td></td>
<td>- Telephone Professionalism</td>
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<tr>
<td>3:30 p.m.</td>
<td>Class Adjourns</td>
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Note:
This workshop replaces “Managing, Motivating and Communicating Your Way to Successful Supervision” as a Road Master required workshop. If you took “Managing, Motivating and Communicating…” you are NOT required to take this workshop.