

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](http://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. The University of Connecticut is an affirmative action, equal opportunity institution. No state-appropriated funds were used to print this material.

For questions or information on our services, call 860-486-5400 or visit us online at [www.t2center.uconn.edu](http://www.t2center.uconn.edu)

University of Connecticut  
CT Transportation Institute  
Unit 5202  
179 Middle Turnpike  
Storrs, CT 06269-5202

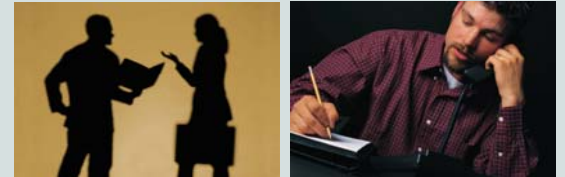
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## EFFECTIVE COMMUNICATION SKILLS

### LEVEL I

*A Connecticut Road Master Program  
Required Workshop*



**July 14, 2009 — Burlington, CT**  
**July 15, 2009 — Colchester, CT**  
**July 16, 2009 — Bethel, CT**

**8:30 a.m. — 3:30 p.m.**  
*(Lunch will be provided)*

## 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.

### Tentative Schedule

- 8:00 a.m. Registration and Refreshments
- 8:30 a.m. **Introduction and Morning Session:**
- Communication Overview
  - Identify Your Own Communication Style
  - Tips for Speaking in Front of Groups
- 12:00 Noon LUNCH (provided)
- 1:00 p.m. **Afternoon Session:**
- Written Communication Do's and Don'ts
  - Effective Listening Skills
  - Telephone Professionalism
- 3:30 p.m. Class Adjourns

#### 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.

## 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.