Registration Form - Effective Communication

_____ May 16 - Manchester
_____ May 17 - Cheshire

Name ____________________________
Phone____________________________
Fax______________________________
e-mail____________________________
Title______________________________
Organization_______________________
Work Address______________________

City______________________________
State _________ Zip ________________
Billing Contact:_____________________
Billing Address:_____________________

Method of Payment:

☐ Check (payable to UConn)

☐ P.O. # _________________________

ConnDOT Voucher # ________________

Please indicate dietary restrictions or need of special services:__________________________

Mail to: Technology Transfer Center
179 Middle Turnpike, Unit 5202
Storrs, CT 06269-5202
Fax to: (860) 486-5718, or register online at www.t2center.uconn.edu/registration.html

If mailing registration with payment, please be sure to also fax your registration to secure your space. Call (860) 486-5400 if you have any questions.

Photographs may be taken for promotional or training purposes. Please notify us during registration if you do not wish to be photographed.
Learning Objectives

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!

Who Should Attend?

Any state and local personnel who interact with the public and are interested in learning how to communicate more effectively.

Instructor

Jean Congdon is the founder of New Heights by Gull Industries, a training and people development firm. She has 15 years experience as a seminar leader and public speaker. Jean’s programs provide valuable insight on topics such as communicating effectively, managing and coaching others and creating a positive work environment. She has the ability to connect with participants through humor, animated storytelling and honesty. This translates into entertaining, yet highly meaningful and lasting presentations.

Tentative Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>8:00 a.m.</td>
<td>Registration and Refreshments</td>
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| 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                  |

Registration Fees

The registration fee for State and Municipal participants is $65.00; the registration fee for private sector participants is $130.00. This fee includes refreshments, lunch and workshop materials. Registration is complete only when payment, purchase order number or voucher number is received. 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. This allows us to adjust our catering order or offer your place to someone on our waiting list.

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.

Enrollment is Limited

Please complete and return the attached registration form no later than one week prior to the workshop.

You will receive a confirmation notice and a packet containing travel directions and parking information.

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.

Contact the Technology Transfer Center at (860) 486-5400 with any questions you may have.