Supervisory Skills

Learn how to manage in the municipal environment

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.

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

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A Connecticut Road Scholar Program
Required Workshop

June 10, 2009 — Tolland, CT
June 11, 2009 — Monroe, CT
8:30 a.m. — 3:30 p.m.
(Lunch will be provided)
Course Description:
By attending this dynamic workshop, you will enhance your role as a municipal supervisor and learn to create a cooperative team. This workshop will give you the fundamentals of successful supervision including managing in a union environment and will help you improve your supervision techniques.

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.

Proposed Schedule:

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00 AM</td>
<td>Registration</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>Morning Session:</td>
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<tr>
<td></td>
<td>♦ The ABC’s of Performance Management for Supervisors</td>
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<tr>
<td></td>
<td>♦ Assessing Your Potential and Ability</td>
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<tr>
<td></td>
<td>♦ Balancing Your Resources: People and Problem Solving</td>
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<tr>
<td></td>
<td>♦ Principles of Staff Development</td>
</tr>
<tr>
<td>12:00 Noon</td>
<td>LUNCH (provided)</td>
</tr>
<tr>
<td>1:00 PM</td>
<td>Afternoon Session:</td>
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<tr>
<td></td>
<td>♦ Situational Leadership</td>
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<tr>
<td></td>
<td>♦ Delegating Your Duties and Responsibilities</td>
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<td></td>
<td>♦ Communicating within the Organization</td>
</tr>
<tr>
<td></td>
<td>♦ Dealing with Difficult People</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>Class Adjourns</td>
</tr>
</tbody>
</table>

Registration Fees
The registration fee for State and Municipal participants is $65.00; the registration fee for private sector participants is $130.00. 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.

Instructors:

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.

Kristen Baumann is a Senior Consultant with E. Wallace Coyle Associates and is the Assistant Director in the Graduate School of Management at Boston College. Ms. Baumann has presented a variety of workshops on topics ranging from time management, supervisory skills, assertiveness skills and effective team building.