Registration Form - Effective Communication Skills II
(Please register by May 11, 2010)

I will attend:  ____ May 18    Lebanon
    ____ May 19    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
        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.

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

May 18, 2010 - Lebanon, CT
May 19, 2010 - Bethel, CT
8:30 A.M. - 3:30 P.M.
(Lunch will be provided)
**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 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.

<table>
<thead>
<tr>
<th>Topics to be Covered</th>
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<tr>
<td>♦ Your role as a supervisor</td>
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<td>♦ Dealing with the media</td>
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<td>♦ Dealing with complaints</td>
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<td>♦ Public image - assessing your service record</td>
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<td>♦ Public speaking skills</td>
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<td>♦ How to make an effective presentation</td>
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<td>♦ Communication between supervisors &amp; employees</td>
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<td>♦ Dealing with your government board</td>
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**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.

**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 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.