Effective Communication Skills
Level I
A Connecticut Road Master Program Required Workshop

Registration Form—Effective Communication Skills
(Please register by May 7, 2013)

I will attend:     May 14th  Bethel
     May 15th  Windsor
     May 16th  Colchester

Registration Form—Effective Communication Skills
(Please register by May 7, 2013)

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 public transit. The Technology Transfer Center is a cooperative effort of the Connecticut Department of Transportation’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 860-486-9373 or visit us online at www.t2center.uconn.edu

May 14, 2013 - Bethel, CT
May 15, 2013 - Windsor, CT
May 16, 2013 - Colchester, CT
8:30 a.m. — 3:30 p.m.  
(Registration begins at 8:00 a.m.)

(Lunch will be provided)
**Course Description:**

By attending this dynamic workshop you will learn the basic principles of communication and receive useful tips on how communication works; effective listening techniques; seeing things from other points of view and handling difficult people and situations.

Attendees will participate in individual and 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:**

_Tess George_ is an adjunct faculty member at the University of Massachusetts in Lowell and the University of New Hampshire where she teaches classes in communication, critical thinking, problem solving and other management development topics.

For over 20 years she’s drawn on her experiences as a professional speaker, actor, singer and storyteller to help participants strengthen communication skills.

**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.

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**Learning Objectives**

**At the end of this session, participants will be able to:**

- Identify the parts of the communication process and their importance
- Identify your own and other’s personality type
- Identify a clear message
- Listen and observe body language well
- Change the tone of a message to fit the situation
- State a message clearly and assertively
- Manage conflict professionally

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**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. Mail your form, fax your form to (860) 486-5718 or register online at www.t2center.uconn.edu/registration.php.

**Please Note:** We will be emailing travel directions and parking information prior to the training date. Please be sure to provide an email address on your registration.

**Enrollment is Limited**

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