

Presents:

Effective Communication Skills - Level II

A Connecticut Road Scholar Program Required Workshop



August 26, 2008 - Farmington, CT

August 27, 2008 - Storrs, CT

8:30 a.m. – 3:30 p.m.

(Registration begins at 8:00 a.m.)

(Morning refreshments and lunch will be provided)

Some of the topics we will cover will include:

- **Your role as a supervisor**
- **Dealing with the media**
- **Dealing with complaints**
- **Public image – assessing your service record**
- **Public speaking skills**
- **How to make an effective presentation**
- **Communication between supervisors and employees**
- **Dealing with your government board**

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.

Our 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.

REGISTRATION - Effective Communication Skills II

Please check the date you wish to attend:

August 26 – Farmington, CT

August 27 – Storrs, CT

(Please Register by August 18, 2008)

Name: _____

Title: _____

Phone: _____ Fax: _____ e-mail: _____

Agency / Municipality / Other: _____

Address: _____

City: _____ State: _____ Zip: _____

Billing Contact Person: _____ Phone: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Add me to your mailing list **Add me to your listserv (please provide email address)**

Registration fee is \$65.00 for state and municipal employees and \$130.00 for private sector participants. Payment is due by the date of the workshop.

Payment Method:

Check (payable to UCONN)

Purchase Order # _____

ConnDOT Voucher (please be sure to bring the original voucher with you to registration)

To Register – Please fax this form to (860) 486-5718

Mail it to: CT Transportation Institute
179 Middle Turnpike, Unit 5202
Storrs, CT 06269-5202

Or Register on-line at <http://www.t2center.uconn.edu/registration.php>

If mailing your registration, please be sure to also fax your registration to secure a space. If you have any questions regarding this workshop, please contact Shelly Desjardin, our Program Assistant, at (860) 486-9373. Please be sure to notify us of any dietary restrictions or special accommodations you may need. Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed.

Cancellation 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 any changes.