Registration: Difficult People
(Please register by: September 18, 2014)

I will attend: ___ Sept. 25 Cheshire
___ Sept. 26 Colchester

Name: ____________________________
Title: ____________________________
Agency: __________________________
Phone: __________ Fax: __________
E-mail: __________________________
Address: _________________________
City: __________ State: __________ Zip: ______
Billing Contact Person: ____________
Phone: __________________________
Billing Address: ______________________
City: __________ State: __________ Zip: ______

☐ Add me to my 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 Technology Transfer Center at the University of Connecticut is Connecticut’s Local Technical Assistance Program, one of 58 centers in the United States. Our mission is to foster a safe, efficient and environmentally sound surface transportation system by improving the skills and increasing the knowledge of the transportation workforce in Connecticut.

The Technology Transfer Center provides education and technical assistance to members of Connecticut’s Transportation and Public Safety community. 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 about our programs, please call 860-486-9373 or visit us online at: www.t2center.uconn.edu.

Lunch will be provided
Course Description:
This module will focus on how to handle difficult work relationships and will explore reasons why conflict happens including generational issues, conflicting priorities, stress management and ways of communicating needs and perspectives.

We will discuss real world issues and work together to come up with solutions. Participants will have the opportunity to work in groups to practice new skills and apply concepts to public works situations.

Who Should Attend:
This program is designed for any public works professionals who would like to improve their skills in managing difficult work relationships. Front-line public works staff are encouraged to attend.

Learning Objectives
At the end of this session, participants will be able to:
- Describe why conflict happens and what makes people “difficult”.
- Identify their own conflict triggers and effectively mitigate them.
- Employ strategies to create positive outcomes from difficult situations; particularly when they occur within their work team, with residents and with supervisors.

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.

Instructors:
Our instructors are Kenya Rutland of KJR Consulting and Mary McCarthy of the CT T2 Center. Kenya has more than ten years of training and development experience with a focus on creating high-performing individuals, groups and organizations.

Mary McCarthy, Training Specialist for the CT T2 Center, has been developing and facilitating courses for the public works community for over 13 years and has taught classes in communication skills and professionalism.