

## REGISTRATION and PAYMENT

The registration fee is \$30 per person. The fee includes morning refreshments and handouts. The cost of providing this training is shared by the Federal Highway Administration and the Vermont Agency of Transportation.

### To register:

- **Online** at [www.vermontlocalroads.org](http://www.vermontlocalroads.org), under workshops/registration– it's quick & easy!
- **By mail:** complete the form and mail it to the Vermont Local Roads Program. (Make additional copies as needed.)
- **By fax** send this form to 802-654-2555.
- **By telephone** or for more information call 800-462-6555 (in Vermont) or 802-654-2652.

Please call if you have any questions about your registration. We do not send acknowledgment of its receipt, but will notify you if we're unable to register you because the workshop is full.

**Make checks payable to Saint Michael's College.**

## ENROLLMENT POLICY

**NEW FOR 2012: All workshop attendees will be invoiced for payment unless a check is received a week prior to the workshop, no exceptions.** If you must cancel your registration, please call us. Someone may substitute for you at any time. A "no show" will be billed because others may have been turned away due to the large number registered.

**We will notify registrants if the workshop needs to be cancelled for any reason. If you have any concerns about the weather or other circumstances that may affect the workshop, please call 800-462-6555. We will leave a message by noon the day before.**

Walk-ins to a workshop without prior notification must understand that meals and handouts have not been accounted for.

## The Benefits of Improved Communication Skills

- Increased productivity
- Improved cooperation & trust
- Improved relationships with significant others away from work
- Improved relationships with coworkers
- Time saved
- Fewer misconceptions
- Fewer mistakes
- Better understanding of work, why it's important, and how it impacts others
- Better customer service
- Improved chances for raises and promotions
- Improved ability to manage differences
- Better attitude toward self, coworkers and your work
- Increased self confidence
- Increased personal credibility
- Improved problem solving and quality decisions based on people speaking up
- Less stress
- Others?

## Fundamental Communication Behaviors

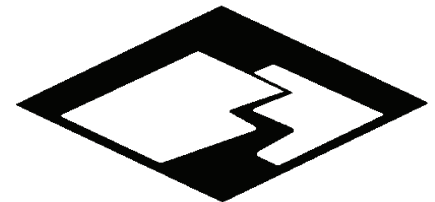
- Focus on the issue, the situation, or the behavior, not on the person
- Maintain constructive relationships, collaborate with others
- Treat others with respect and regard
- Take the initiative to make things better
- Lead by example

# KEYS TO OPEN COMMUNICATION



*Participants from a previous session of this workshop collaborate on a group exercise.*

2012 Workshop Series presented by the  
**VERMONT LOCAL ROADS PROGRAM**  
Sponsored jointly by  
the Federal Highway Administration and  
the Vermont Agency of Transportation



**Roads Scholar Program  
Supervisory Workshop – 6 hours**

## DATE and LOCATION

**South Burlington: Tuesday, March 27**

**Public Works Facility, 104 Landfill Road**

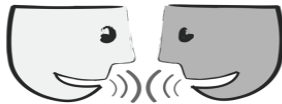
Take exit 14 east off I89. Turn left onto White Street (first left after McDonald's). Turn left at traffic light onto Patchen Road. After the fourth street (Kirby Road) on the right, look for So. Burlington Public Works.

### **“You talkin’ to me? You talkin’ to me?”**

YES, we are! Unlike the iconic line spoken by Robert DeNiro looking at himself in a mirror in 1976’s “Taxi Driver”, effective communication is at a minimum between 2 people. Practicing, however, is a good idea when you are unsure of yourself and your message.

Do you need to be a better communicator?  
Do you need to be a better listener?  
Do you need to be better understood?  
Do you need to handle conflicts better?  
Do you need to make better presentations?  
Do you want to improve skills that would benefit you both at work and at home?

If you answered YES to any of the above then **YES, THIS WORKSHOP IS FOR YOU!**



**Roads Scholar Program  
Supervisory Workshop – 6 hours**

## AGENDA and TOPICS

- 8:00** Registration/Coffee/Refreshments
- 8:30** Program begins
- Noon** Lunch
- 3:00** Adjourn

### LEARNING OBJECTIVES

1. Gain awareness of your own and others’ communication style preferences and what those preferences mean at work
2. Discuss and practice the basics of effective communication (e.g., clear, direct, honest communication)
3. Discuss and practice the key components of effective listening (5 C’s)
4. Identify ingredients for assertive messages, practice assertive messages, and discuss ways to respond to non-assertive messages
5. Discuss and practice communication skills in conflict situations

### INSTRUCTOR

**Terri O’Shea  
O’Shea Consulting**

Terri has more than 20 years of experience working with business and government organizations providing training, facilitation and organizational development services. She is committed to helping people and organizations optimize their talents in a creative learning environment.

**Please register me for the “Keys to Open Communication” workshop**

Name \_\_\_\_\_  South Burlington: Tuesday, March 27

Title \_\_\_\_\_

Agency \_\_\_\_\_  Check enclosed: \$30 per person

City/State/Zip \_\_\_\_\_  Will pay after receiving invoice

Area Code/Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

Make checks payable to “Saint Michael’s College”

**Send to: Vermont Local Roads Program | Saint Michael’s College |  
One Winooski Park, Box 260 | Colchester, VT 05439**