



Training and Technical Assistance Center

**Connecticut  
Transportation  
Institute**

# Connecticut Training & Technical Assistance Center

## Training and Events

### Effective Communication Skill I

#### A CT Road Master Program *REQUIRED* Workshop

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 a different perspective 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!

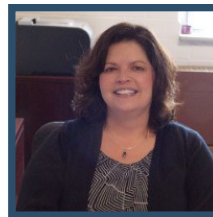
### Who Should Attend

This workshop is designed for any state and local personnel who interact with the public and are interested in learning how to communicate more effectively.

Public Works Directors, Highway Superintendents, and Foremen are encouraged to attend.

### Course Instructor

**Kim Carr** has over 20 years of practical experience in the areas of communication, public relations and event planning. Kim holds a bachelor of science in journalism with a concentration in advertising and a minor in psychology from West Virginia University. Additionally, Kim holds a master's degree in counseling and is a certified facilitator of the Franklin Covey Seven Habits of Highly Effective People training.



Kim has been with the West Virginia Local Technical Assistance Program (LTAP) for the past 18 years which has allowed her to learn a lot about the world of public works and some of the common communication challenges. Kim enjoys helping others strengthen their communication skills.

*"Very useful class, learned listening skills, conflict resolution, and overall communication skills."*  
- Road Master Program participant



### Dates & Locations

**October 14, 2021**

Farmington, CT

**October 15, 2021**

Colchester, CT

Session is 8:30am—3:30pm  
**(Registration begins at 8:00am)**  
Lunch will NOT be provided, please bring a bag lunch.

**Please note: These are socially distant sessions. All state and university COVID-19 precautions will be followed.**

### Learning Objectives

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

- Identify the parts of the communication process and their importance;
- Identify personality types;
- Identify and deliver clear messages;
- Recognize the positive impact of active listening and body language on communication;
- Change the tone of a message to fit the situation;
- Manage conflict professionally;
- Provide effective customer service through learning different communication skills.

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# Registration

- Please visit [www.cti.uconn.edu/cti/T2\\_Workshop\\_Schedule.asp](http://www.cti.uconn.edu/cti/T2_Workshop_Schedule.asp) to register for this class online.
- **Registration contact:** Please direct any questions to Shelly Desjardin at [shelly.desjardin@uconn.edu](mailto:shelly.desjardin@uconn.edu).
- **Cost:**
  - \$100—State and Municipal participants
  - \$200—Private-sector participants
- **Cancellation/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.
- If you require an accommodation to participate in this workshop, please contact Shelly Desjardin at [shelly.desjardin@uconn.edu](mailto:shelly.desjardin@uconn.edu), at the time of registration.
- Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed.



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