



Training and Technical Assistance Center

Connecticut  
Transportation  
Institute

# Connecticut Training & Technical Assistance Center

## Training and Events

### Effective Communication Skills 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

**Steve Ockerbloom** is a principal with Creative Horizons Training. Steve graduated from Bates College in Lewiston, ME with a double major in Physics and Philosophy. Since then he has worked with corporate groups, non-profits and educational groups in a variety of settings. He has been trained to facilitate numerous teambuilding activities and is certified in the Belbin Team Roles Profile and as a ropes course facilitator. During the last nine years he has had the opportunity to deliver dynamic teambuilding, personality assessment, and problem-solving programming to many well-known organizations.



### Dates & Locations

**October 3, 2023**  
South Windsor, CT

**October 5, 2023**  
Monroe, CT

**October 17, 2023**  
Coventry, CT

Session is 8:30am—3:00pm  
(Registration begins at 8:00am)  
Lunch will be provided.

### 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.
  - Please email any questions to Bethe Greene at [bethany.greene@uconn.edu](mailto:bethany.greene@uconn.edu).
  - **Cost:** *(Includes lunch and course materials)*
    - \$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 Bethe Greene at [bethany.greene@uconn.edu](mailto:bethany.greene@uconn.edu).
  - If you have a dietary restriction, please notify us at the time of registration.
  - Video/Photographs may be taken for promotional and training purposes. Please notify us during registration if you do not wish to be photographed/filmed.
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