

Communication For Municipalities

»A Roads Scholar Training Activity • 5 Hours Supervisory«

November 4, 2009 -- Lincoln

Purpose: To learn how to effectively communicate in order to increase job effectiveness.

Who should attend?

- Public Works Directors, Road Agents, and employees.
- Supervisors or Managers.
- Other Municipal Officials and employees.

What is the Learning Format?

- Classroom lecture & led discussion.
- Group activities.

Registration:

- Register online at www.t2.unh.edu, or
- Call the UNH T² Center, 603-862-2826 or 800-423-0060 (in NH), or
- e-mail linsey.shaw@unh.edu, or
- fax the form, 603-862-0620.

Address check to UNH Technology Transfer Center and mail to UNH Technology Transfer Center, 33 Academic Way Durham NH 03824.

(detach here)

Topics to be Covered

- Municipal Communications Model
- How we actually “communicate”
- Different Communication styles
- How to adapt to different styles to ensure delivery of message
- Listening...a slowly disappearing art
- Digital Communications—approaches and guidelines

Cost: \$60.00, includes instruction, materials, refreshments, and lunch. This workshop is eligible for Professional Development Hours (PDH's), as well as Continuing Education Units (CEUs). You do not need CEUs for the UNH T² Roads Scholar Program. This cost is shared by FHWA, NHDOT, and your registration fee. To cancel a registration, call the UNH T² Center as soon as possible. Credits are given for cancellations made at least 3 business days before the workshop. You may send substitutions to the workshop without prior notice.

Communication for Municipalities Registration Form

Date & Location: November 4, 2009 in Lincoln

Name: _____ SS# for CEUs: _____ Cell/ER phone: _____
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Name: _____ SS# for CEUs: _____ Cell/ER phone: _____
Name: _____ SS# for CEUs: _____ Cell/ER phone: _____
Affiliation: _____ Phone: _____
Address: _____ Email: _____
Town/City: _____ State: _____ Zip: _____

***We only accept UP TO FIVE registrations from the same organization for each date of a workshop.**

Register early!

INSTRUCTOR

Dave Danielson has over 20 years experience working with municipal governments. Dave is a Master Roads Scholar with the UNH T² Center. Dave instructs multiple classes for UNH T² including Ethics, Communication, & Employee Performance Evaluations.



DIRECTIONS

Lincoln: The Mountain Club on Loon at 90 Loon Mountain Rd. Take I-93 to exit 32 and turn east onto the Kancamagus Highway (Rte. 112). Follow it 2.5 miles through the Town of Lincoln. Take a right to enter Loon Mountain at the Mountain Club sign. Cross the bridge and turn left toward Mt. Club Hotel. Drive to the end and circle around to the parking lot behind the hotel. Enter the Lodge through the main lobby.

SCHEDULE

- 8:00 - 8:30 *Registration and refreshments*
- 8:30 - 9:30 *Workshop*
- 9:30 - 9:45 *Break*
- 9:45 - 11:30 *Workshop*
- 11:30-12:30 *Lunch and dessert*
- 12:30-2:30 *Workshop*
- 2:30 *Evaluations & Certificates*



Communication for Municipalities

Topics to be discussed in this workshop are:

1. Municipal Communications Model-How do we actually “communicate”? Are there actually differences between people? What are they?
2. Different Communication styles and how to adapt-As you’ve noticed, there are many social or personality styles. How can you adapt to make sure you’re “reaching” them?
3. Listening...a slowly disappearing art. Are there ways to help you listen more effectively? Listening can actually help you be a better communicator.
4. Digital Communications—some approaches and guidelines as expectations are set, feelings hurt, promises dropped because of ineffective use of digital media.

