



UNIVERSITY of NEW HAMPSHIRE
Professional Development & Training

December, 2011, through August, 2012, Workshops

that can be used towards the

Communication Skills Certificate Program

These workshops are listed on our website at:

<http://www.learn.unh.edu/pcw/pd/sched.php?id=5#13>

10 Tools to Keep Your Feedback and Conversation on Track

Portsmouth: *CRN 16301, December 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

"Your expectations are unreasonable." "That's not within the scope of my duties." "I'm not the only one who does this. Whom else have you talked to?" If you have heard any of these, or similar, this session is for you! Don't let diverting, evasive or challenging detours take your conversation down a different path. Discover how to answer challenges and deliver feedback in a way that is objective and minimizes defensiveness. Learn 10 different communication tools to keep your conversation focused and on track. This workshop will show you will how to deliver feedback in an objective and non-judgmental manner, how to respond to challenging rebuttals calmly and assertively, and will allow you to practice 10 communication tools to keep your conversation on track and your conversation under control. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Are You Listening? Developing Effective Listening Skills

Portsmouth: *CRN 478212, June 5, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Being a good listener is one of the most important characteristics of an effective communicator. However, studies indicate that most of us don't listen very well at all. Identify the barriers to

effective listening and learn about your own listening and responding style. Discuss factors that affect disclosure, including the listener's body language and responses. Have the opportunity to practice several types of responses and explore how they affect the flow of conversation. Practice listening in an interview setting as well as in a conversational setting. Finally, learn what to listen for, and how to adapt our message based on what we hear. (This is part of the Supervisory Skills, Human Resources Management, Communication Skills, Professional Coaching, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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Brochures, Leaflets and Flyers: Content, Words, Design

Manchester/286: CRN 488212, June 5, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

In this information-intensive age, your flyer, leaflet or brochure faces heavy competition. This provides information and practice in how to organize, design and prepare the content, copy and design of printed collateral. It clarifies the strategic points the writer/producer must establish to get the attention of the intended reader and sell the intended point, and then covers the multiple tactics for choosing and implementing effective words, graphics and design. Topics include: purposes, strengths and limitations of various formats; criteria for evaluating content and ideas; processes to link target readership, selling points and design; useful ways to research, develop and organize creative ideas; and format options and design ideas. You are urged to bring samples of your work in multiple copies, if possible, for in-class examination. Please note that this is not a hands-on computer class. (This is part of the Sales, Communication Skills, and Grantsmanship Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

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Communicating and Connecting--Building Strong Relationships

Portsmouth: CRN 496212, May 24, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Communicating is more than sharing words and ideas. It is really hearing and understanding others and creating a connection with them. The ability to connect is absolutely critical for business success--from new hires to top management. In this workshop, you'll learn: what to absolutely pay attention to every time you communicate. You'll also discuss the importance of differences in communicating well; and how to quickly determine your communication partner's personality and use that awareness to communicate more effectively. You'll learn to listen for the real message, verbal and non-verbal; develop trust--the building block of all good relationships; and communicate in order to keep relationships strong. A technique for talking about difficult topics, while maintaining the relationship, will also be discussed. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to

enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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Conflict Resolution through Effective Communication

Manchester/286: CRN 495212, April 12, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This workshop shows how differences can enhance relationships and presents skills that will enable you to use conflict as a source of creative solutions. Topics include: dynamics of conflict; assessment of personal resolution styles; what works and what doesn't; and creative skills in conflict resolution. Through respectful communication and enhanced negotiation skills even the most difficult situations may be managed. In-class practice and hands-on skills are a major part of this workshop. (This is part of the Supervisory Skills, Communication Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

Constructive Conversations: How to Foster Honest, Open, Non-Defensive Dialogue about Difficult Issues

Manchester/286: CRN 476212, April 24, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Whether you're trying to improve morale, resolve employee relations issues, or correct performance problems, your success depends on your skill at bringing up issues constructively and then guiding the conversation in a productive direction. This will provide you with practical ideas and techniques for addressing important issues and sensitive subjects in a way that increases the other person's willingness to discuss them maturely and hear your point of view. It will also help you keep the conversation on track and moving toward a productive conclusion. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: David Lee is the founder and principal of HumanNature@Work. He is an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He has written and presented extensively on the topic of stress and resilience, and is author of "Managing Employee Stress and Safety," as well as over 50 articles on organizational and individual performance published in trade journals in the U.S. and abroad. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.

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Good Grammar: A Refresher Course

Portsmouth: *CRN 492212, May 8, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Grammar is often an obstacle for even the most intelligent and articulate of us. The way we handle-or mishandle-language seriously impacts our ability to do justice to our ideas. We want to be clear and compelling communicators, but we worry about being judged instead by our pronouns and clauses. It doesn't have to be that way! You can learn to competently apply the rules and customs of effective language without reliving the agonies of the sixth grade. This offers a review of the key points of grammar, with some attention to punctuation and style. You'll do a self-assessment of your skills and develop helpful strategies for continuous improvement. (This is part of the Supervisory Skills, Train the Trainer, Communication Skills, Human Resources Management, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

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Making Online Meetings and Training Effective--from Basics to Best Practices--A Live Online Workshop Online: *CRN 151212, May 30 and June 1, Wednesday and Friday, 2-3:30 p.m., .3 CEUs, \$95*

Several factors today are influencing the way we do business. The global economy, the increased trend for businesses to locate projects and project teams around the world, the desire for multi-site businesses to train employees with the same set of standards and procedures, and the need to communicate 24/7 with stakeholders--no matter where they are located--have created a demand for the virtual office, virtual training site, and virtual meeting. For organizations, synchronous online gatherings have the advantages of being cost-effective, flexible, and environmentally friendly; for those attending they offer convenience, interactivity, and visual richness. This two-session, live, online workshop is both for those just beginning to investigate meeting or training online, as well as those who have made a start but would like to be more effective. You'll get acquainted with best practices for creating (or adapting) content, preparing for delivery, and keeping participants engaged. You'll also get some tips for choosing a delivery platform that is suited to your meeting or training needs, and you'll experience the techniques that make online sessions lively, productive, and fun. Just as there is an art to live, in-person communication, there is also an art to virtual communication, and this workshop will demonstrate how to make online meetings and synchronous (live) online training just as effective as face-to-face sessions--sometimes even more so! Whether the participants use a mobile device, a laptop, or a desktop computer, it is essential that communication be not only accurate, but also captivating enough to keep the participant engaged and "tuned in." The workshop will be conducted through the use of one of the more popular business applications for online delivery, so you will also get a better idea of how the technology works and the features that can be used to make your virtual meetings or training more engaging. During the first session you will cover: when to work online vs. on-site, choosing the right platform, and considerations for design and delivery. During the second session you will have a chance to practice: uploading slides, sharing documents, and using presenter tools. This workshop is geared to managers, supervisors, project leaders, human resource personnel, trainers, and any business professionals needing or wanting to communicate through online formats. (This is part of the Leadership & Management, Supervisory Skills, Train the Trainer, Human Resources, and Communications Skills Certificate Programs, but you do not need to enroll in the programs to

take this workshop.)

Instructor: Marya Danihel, M.A., has been training adult business writers since 1989, when she joined one of the country's premier writing training firms, Better Communications, as an instructor. In 1998, she became the company's Director of Instructional Quality, and in this role created a variety of writing courses as well as trained other facilitators. She has taught across the U.S., in Europe, and online for clients including Deloitte, General Motors, Towers Perrin, Sony Electronics, Fidelity Investments, Genzyme, Mathworks, and the U.S. government. She has also written for many publications and edited business documents of all kinds, including nonfiction books. Currently she designs and delivers communication courses online as an associate of Hemsley Fraser U.S. and The Presentation Company.

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Making Your Business Writing More Effective--Including Email!

Manchester/286: *CRN 491212, March 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Business writing has always been important to communicating effectively, but it is even more important now as more people use email as their primary means of written communication at work. Although it offers speed and simplicity email also presents the hazard of miscommunication and "missed communication," often with unintended results. This workshop will cover the basic principles and practices for effective business writing, no matter what medium you use. You'll review commonsense practices organized into a process that will enable you to be a good writer. You'll be introduced to the steps of the process and then have a chance to try them out. You'll then focus on the particular issues involved with email communication. You'll look at how business writing principles apply to email and how email differs from other approaches. You'll determine when to use email and when not to, how to express yourself so you'll be understood, and what to avoid in email communication. (The instructor requests, if possible, that you bring examples of business writing and/or email communication from work to use during some of the workshop exercises.) (This is part of the Communication Skills, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

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Presentations without Panic

Manchester/286: *CRN 494212, April 17, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

For most people, the idea of making a presentation generates panic. In this workshop learn a step-by-step process that will help you turn that panic into poise. Learn how to identify your purpose, organize information for "flow," and design memorable introductions and conclusions. Learn how to analyze your audience and adapt your material accordingly, and get techniques for managing nervousness and developing your own style of delivery. (This is part of the Communication Skills, Supervisory Skills, Human Resources Management, Train the Trainer, Sales, and Grantsmanship Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell,

a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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