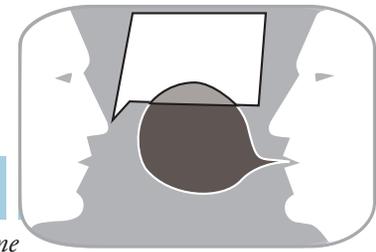


Understanding Communication Styles

Wednesday, December 12, 2012, at the U.Va. Richmond Center—8:30 am–3:30 pm



Program Preview

Let's be honest. There are some people at work who you find to be just plain difficult. How can you handle them more effectively? How can you reduce your mutual frustration when dealing with each other? The key could be an understanding of "style."

This workshop uses the model from DISC—a well-researched communication-assessment tool. You will learn how to better understand those who communicate, interact, and respond to situations differently from you. Sometimes it's easier than we think to resolve the difficulties between us and the people we find difficult.

Attending this class will help you to

- ▼ gain insight into your own communication style
- ▼ accurately "read" the style of others
- ▼ assess the style strengths and weaknesses of your current team
- ▼ practice simple techniques to communicate more effectively with everyone

About the Trainer

Terrie Glass has almost 30 years of leadership and organizational experience. As president of Leadership Solutions, she specializes in developing new leaders and teams for government agencies at the local, state, and federal levels as well as for small businesses and Fortune 200 corporations. Prior to starting Leadership Solutions, Ms. Glass enjoyed a 20-year career with Henrico County, serving in several leadership roles involving extensive hiring, program development, and human resource management. In addition to teaching, Ms. Glass is a frequent keynote speaker at professional-association meetings throughout Virginia.

Ms. Glass received an MSW from Virginia Commonwealth University, where she later taught as an adjunct faculty member for several years.

www.VaInstituteofGovernment.org

Who Should Attend

Supervisors, team leaders, managers and directors

Program Details

Date & Time

Wednesday, December 12, 8:30 am–3:30 pm

Location

U.Va. Richmond Center, 804/662-7464
2810 N. Parham Road, Suite 300, Richmond VA 23294
<http://www.scps.virginia.edu/richmond/>

Travel Directions

<http://www.scps.virginia.edu/locations/location-detail/richmond>

Cost

\$100, includes course materials and lunch.
Payment or PO# must accompany registration.

Cancellations

A \$20 fee will be charged for cancellations made by December 5. Cancellations after that date and no-shows will be charged the full registration fee.

Online Registration

Please call the Virginia Institute of Government at 804/371-0202 for your account password. Then you can register online at: <http://www.coopercenter.org/customer-portal>

Credit cards are only accepted with online registration

For more information, please visit
www.VaInstituteofGovernment.org

Onsite Training

Let us bring the classroom to you. For details contact Billie Easton < bee2u@virginia.edu > 804/371-0202.

Questions?

Contact Chantel Robinson < cer8t@virginia.edu > or Billie Easton < bee2u@virginia.edu > or call 804/371-0202.

Registration Form

Please submit only one name per registration form.

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Name _____

Title _____

Locality / Agency _____

Mailing Address _____

City _____

State & Zip _____

Phone _____

Fax _____

Email _____

Please indicate any special dietary or physical needs.

Make checks payable to: **Virginia Institute of Government, U.Va.**

_____ check enclosed

_____ check to be mailed

_____ PO # _____

(Credit cards are only accepted with online registration.)

Fax registration form to 804/371-0234 or mail to

Virginia Institute of Government, U.Va.

700 East Franklin Street, Suite 700

Richmond VA 23219

Attn: Chantel Robinson



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