



VIRGINIA INSTITUTE OF GOVERNMENT

Seminar Location

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

More Information

www.VaInstituteofGovernment.org
Click Training Menu, then Wednesday Series

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.

Onsite Training

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

Questions?

Contact us by phone 804/371-0202 or email Chantel Robinson < cer8t@virginia.edu >

Sign Me Up Today!

Second Wednesday Series Spring 2012

Critical Conversations: *We Have to Talk*

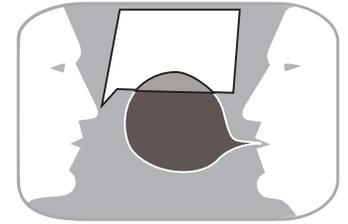
Wednesday, March 14, 2012, 8:30 am–3:30 pm
\$100 per registrant

Who Should Attend

Employees at all levels

Attend this seminar and learn to

- ▼ describe how avoiding a critical conversation may be keeping you from reaching your goals
- ▼ identify skills necessary to prepare and engage in a difficult conversation with anyone, no matter their position, power or authority
- ▼ share strong opinions without shutting down a contrary view
- ▼ conduct (through class practice) a critical conversation you'd like to have back on the job



Business Writing: *Write it Right*

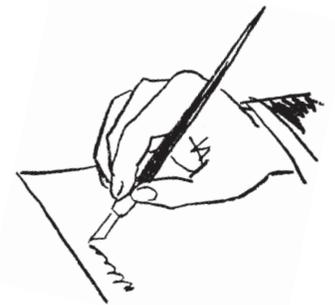
Wednesday, April 11, 2012, 8:30 am–3:30 pm
\$100 per registrant

Who Should Attend

Frontline employees, supervisors, managers—
anyone who prepares business communication

Attend this seminar and learn to

- ▼ assess your audience
- ▼ determine and prioritize your key points
- ▼ use clear, concise language rather than technical jargon and out-of-date words and phrases
- ▼ strengthen your writing weaknesses
- ▼ focus on using proper grammar and identify resources for effective writing



Irate Customers: *Keep Cool in the Heart of the Volcano*

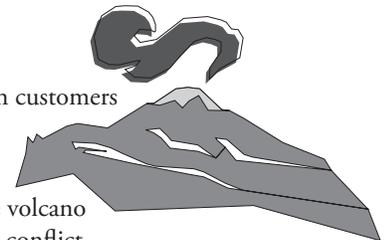
Wednesday, May 9, 2012, 9:00 am–1:00 pm
\$50 per registrant

Who Should Attend

Employees at all levels, especially those in direct contact with customers

Attend this seminar and learn to

- ▼ examine personal reactions to criticism
- ▼ deal with anger in order to keep cool in the heart of the volcano
- ▼ control listening, body language, and voice tone during conflict
- ▼ identify what to say to an irate customer



Effective Grant Writing: *Keys to Unlocking the Vault*

Wednesday, June 13, 2012, 8:30 am–3:30 pm
\$100 per registrant

Who Should Attend

Anyone responsible for locating and acquiring grant funds

Attend this seminar, and learn to

- ▼ outline elements required for a successful grant proposal
- ▼ describe importance of research to finding the best funders for your agency's needs, using free and subscription-based services
- ▼ write letters of intent through in-class practice
- ▼ review actual funding guidelines; examine detailed requirements and documentation for submitting a proposal

