

VERMONT TECH

CONTINUING EDUCATION & WORKFORCE DEVELOPMENT

BUSINESS & TECHNICAL TRAININGS

Training Around the State This Spring!

Communication, Managing Conflict, Teams, and Feedback

Training Series: Take One or All Three!

Rutland - March 9, April 6, May 11

St. Johnsbury - May 11, May 25, June 15

St. Albans - May 18, June 2, June 15



- **Communication that Works** (1st session, all sites) This hands-on, interactive workshop explores communication styles and differences, and helps participants identify and employ new strategies to improve communication and reduce tension. In addition to exploring different styles, we lead participants in looking at their judgments and “mind filters” which often derail communication. Listening, managing emotions, and managing hot topics are also covered.
- **Managing Conflict in the Workplace** (2nd session, all sites) Conflict is a natural part of business life. This session teaches participants how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactics regardless of which stage a conflict is in. Participants also learn the true cost of conflict to an organization and techniques for effectively handling even the most challenging conflict-related discussions.
- **Teams: Are We Rowing in the Right Direction?** (3rd session, Rutland & St. J) This workshop will focus on improving and expanding the effectiveness of the team. Within this session, we'll consider the phases of team development as well as the tricky dysfunctions that team members must watch out for. We'll introduce strategies that will help you develop or increase the level of trust among your team members. After the session, participants will have an understanding of core communication strategies and have a model for growing cohesive and effective teams.
- **Giving Constructive Feedback as a Leader** (3rd session, St. Albans) Feedback is an effective business tool that reaches all levels. Participants learn how to effectively deliver objective, honest feedback that is relevant and useful to employees. Participants learn a very clear formula for giving formative feedback to others that can be used the very next day! We learn how to engage in difficult conversations – the conversations that people don't want to have. Strategies for dealing with tough topics and difficult information are shared and practiced.

Each session is a half-day morning session. Earn 3 SHRM PDCs per session.
\$149 for single session or \$402 for all three.

[Get More Information or Register Here.](#)

Learn more about Vermont Tech Continuing Education & Workforce Development.
Check out our website: www.vtc.edu/cwd

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