



AGCCT
AGC OF CONNECTICUT



AGC's Supervisory Training Program

UNIT 2: COMMUNICATIONS

FIVE WEDNESDAY EVENINGS BY WEBEX VIDEO CONFERENCING

OCTOBER 21, 28, & NOVEMBER 4, 11, & 18 | 5:00 PM – 8:00 PM

Supervisory skill — or the lack of it — directly affects every company's bottom line. Each day decisions made by every foreman and superintendent are crucial to the success or failure of every construction project. You make your money in the field. Or you lose it.

The Supervisory Training Program (STP) developed by AGC, is designed specifically to meet the needs of the construction industry. Developed, updated, and field-tested by and for contractors, the Program consists of 6 courses that focus on the knowledge and skills that every supervisor must have to be an effective manager of people, time, equipment and materials.

This course includes the following sessions, case studies and topics:

- **Oral and Written Communication:** understanding the role of communication; communicating – your role and potential problems; reviewing different types of communication behaviors;
- **Supervisors As Effective Communicators:** knowing the components of positive, direct communication; developing better communication skills;
- **Learn To Listen:** realizing the importance of the power of being an effective listener, listening skills are an important tool for construction supervisors;
- **Carrying On Conversations:** understanding problems other people may have in communicating with you; developing questioning skills that help obtain information;
- **Persuasion, Negotiation, And Confrontation:** listening actively to what others are saying; encouraging others in their communication; applying specific skills or reflection, empathy, and nonverbal techniques;
- **Communicate With Your Crew:** using questioning, clarification, and feedback skills to understand others better; negotiating solutions to difficult situations;
- **Put It In Writing:** provides you with writing techniques that will increase your effectiveness;
- **Meetings That Work:** giving and receiving directions more effectively; communicating skillfully with others – inside and outside your organization;
- **Electronic Communication:** encountering special problems when communicating with a group; structuring and leading meetings; ensuring productive communication;
- **Improving Communication:** using oral and written communication separately; knowing when a combination will achieve greater effectiveness; combining communication forms to increase the probability of your objective.

Webex Video Conferencing: A link to connect to the class will be e-mailed upon registration

Cost: \$450 per person – (includes 6.35% CT sales tax)

\$400 per person – for companies sending 5 or more students to a class

Instructor: Peter Etzel, Etzel Consulting LLC

Registration Form on Reverse Side



AGC's Supervisory Training Program
UNIT 2: COMMUNICATIONS
FIVE WEDNESDAY EVENINGS BY WEBEX VIDEO CONFERENCING
OCTOBER 21, 28, & NOVEMBER 4, 11, & 18 | 5:00 PM – 8:00 PM

REGISTRATION | SUPERVISORY TRAINING PROGRAM, UNIT 2: COMMUNICATIONS
Cost: \$450 – (includes 6.35% CT sales tax) | \$400 – 5 or more attendees

Contact Name: _____ Company Name: _____

E-Mail Address: _____ Phone: _____

Names of Attendees: _____

Amount Due: \$ _____ | Check Enclosed Credit Card Payment

Register by e-mail to: John Wilhelm: jwilhelm@ctconstruction.org

Send Payment to: AGC of Connecticut, 912 Silas Deane Highway, Suite 112, Wethersfield, CT 06109

CREDIT CARD AUTHORIZATION

Total Amount Due: \$ _____ | Credit Card Type: Visa MasterCard Discover

Cardholder Name _____

Card Number _____ | Expiration Date _____

Zip Code _____ | CVV2 _____ (3 digit number on back of Visa/MC, Discover)

Card Billing Address _____

Please do not e-mail credit card authorization.

Cancellation policy: Full refunds will be made for cancellations received **14 calendar days** before the **first day of class**. After that date, no refunds will be granted. Replacements accepted.

For more information about the program, contact John Butts at: | jbutts@ctconstruction.org

For more information about registration, contact John Wilhelm at: jwilhelm@ctconstruction.org