



Training Opportunity

Course Title:	Administrative Skills for Success – Removing Roadblocks to Communication
Date(s)/Time:	October 27, 2004 800-1130am OR 1200-330pm
Location:	Bldg 5250, 2 nd floor, Conference Room B200
Tuition:	\$30 (Limited to 25 participants per session)
Vendor:	Management Consultant Services - Beverly Marchelos
Course Manager:	Louise Olszewski– 842-6670 – louise.olszewski@us.army.mil
Cancellation Policy	Substitutions may be made at any time upon notification to the course manager. Cancellations after October 12 will be charged.

Who Should Attend: Administrative/Clerical personnel seeking professional development. This is the second program in a series of four programs of professional development for administrative professionals. Module 3, Conflict Resolution, will be held in January '05 and Module 4, Managing Yourself, will be held in April '05. Attend one or more of the programs as your workload allows – each module is a stand alone course designed with the goal of increasing the skills of our administrative professionals.

Course Description: The topics addressed during this seminar are designed to provide you with the tools to remove roadblocks to communication. Dealing with the "roadblocks" that can cause miscommunication and create stress within your organization will become your specialty! You will learn listening techniques that will make the other person feel valued; help you to get to the crux of the message; and build relationships with your co-workers. This is an interactive seminar that will provide you with valuable tools to use immediately at work and at home!

- 10 Things We Say Without Thinking That Impede Cooperation
- Stephen Covey's Empathic Listening Skills (practical exercises)
- Confronting Skills That Work (practical exercises)

Registration Information: **Registration Deadline: October 12, 2004**
Follow your organization's procedures for securing approval to attend this program. To obtain space in this program, submit a completed [payment authorization sheet](#) to the course manager by the registration deadline.

Additional Information: The registration process is not complete until the SC CPOC receives your payment authorization sheet completed by you and your credit card holder. It should be faxed to our office at 876-3627 to secure your slot in the course. Registration in TIPS alone for the subject course will not register you for the course. This is regional training and as such the registration process requires this additional step.



Payment Authorization Sheet

This sheet confirms approval of the following individual(s) to attend the training program identified below and authorizes the vendor to charge the listed tuition amount to the attendee's organization. FAX completed document to: 256-876-3627 or DSN 746-3627.

Course Information

Course Title: Admin Skills for Success – Removing Roadblocks to Communication

Tuition: \$30 per participant

Location: Bldg 5250, 2nd Floor, Conference Room B200

Date(s): October 27, 2004

Vendor: Beverly Marchelos – Mgt Consultant Services

Attendee Information

Note: If multiple individuals are participating from the same organization, an attachment may be used identifying the information asterisked below for each attendee.

Name:*

Indicate Session: Morning Session 800-1130am Afternoon Session 1200-330pm

Organization: _____

Installation/City: _____

Email:*

Commercial Phone:*

Supervisor's Name:*

Supervisor's Phone:*

Credit Card Holder Information

Cardholder Name: _____

Commercial Phone: _____

FAX Number: _____

Email: _____

Payment Information (Select one option below)

Note: Cancellations after the registration deadline are non-refundable. A substitute is acceptable. Complete information is contained in the course announcement.

Please charge tuition amount to:
 Credit Card Number: _____ Exp Date: _____

Please contact the cardholder listed above for payment information.

Receipt Information (Select one option below)

A receipt is not required.

Please send receipt to: _____

Mail, Email, Fax _____

Questions: Please call Louise Olszewski at 256 842-6670/DSN 788-6670