



New! Accelerated Summer Series:



- GOLD SEAL CERTIFIED COURSE -

COMMUNICATION SKILLS TRAINING

This course is designed to teach owners, managers, and supervisors how to communicate effectively and efficiently. Participants will learn how to communicate properly through speaking, writing, body language, and listening; hone their skills on managing and controlling meetings; assertiveness training, anger and conflict management; and through correspondence and construction reports.

Includes manual. Brief Summary:

- ✓ **Effective Leadership through Communication Skills**
- ✓ **Communications Skills to increase Motivation and Productivity**
- ✓ **Communicating Loyalty and Dedication to the Company**
- ✓ **Dealing with Difficult People, Conflict and Confrontation**
- ✓ **Assertive Training and Speaking Skills**
- ✓ **The Power to Persuade Workers**
- ✓ **Communication through Body Language**
- ✓ **Managing a Good Impression to Clients**
- ✓ **Constructive Use of Anger and Persuasion Skills**
- ✓ **Anger and Conflict Management Skills**
- ✓ **Communicating Discipline and Termination**
- ✓ **Resolving Disputes through Communication**
- ✓ **How to Prepare for and Facilitate Meetings**
- ✓ **Communication through Writing Skills**
- ✓ **Drafting and Preparing Proper Reports and Correspondence**

Instructor is Derm McNulty, President, Canadian Construction Institute.

Dates: Saturday, August 7 & Sunday, August 8, 2010 (8 am - 4:30 pm)
Location: CSTC Training Room #211—3823 Henning Drive., Burnaby V5C 6P3
Costs: ICBA members \$495.00 + \$59.40 HST = \$554.40
 Non members \$525.00 + \$63.00 HST = \$588.00



REGISTRATION INFORMATION

Company: _____

Address: _____

Phone: _____ Fax: _____

Registrants: _____

Payment: Cheque Credit Card VISA / MASTERCARD (circle one)

Card # _____ - _____ - _____ Expiry _____ / _____

Cardholder Name _____ Signature _____

- **Course is often overbooked**—seating limited to 30
- To reserve a seat, fax this form to 604-298-2246 & for more information, contact 604-298-7795
- Send cheques payable to ICBA 211-3823 Henning Dr, Bby V5C 6P3
- **No cancellations/refunds after July 30, 2010 (Substitutions only)**