TO REGISTER:

Mail: Continuing Studies & Outreach
UNA Box 5036
Florence, AL 35632-0001
Phone: 256-765-4862
Fax this form to: 256-765-4872

ESSENTIAL SKILLS OF COMMUNICATING

UNA East Campus, Room 101, 1640 Tune Ave., Florence, AL 35630
Tuesday, December 1, 2009: 5:00 – 9:00 p.m. (Course No. 09-LD1201)
Cost: $139
Instructor: Captain Ron Tyler, Florence Police Department

Name_____

Position Held_____

Bill to_____

Mailing Address_____

City_____ State_____ Zip_____

Phone (Day)_____ (Evening)_____

Fax_____ Email_____

Managers and team leaders will be able to:

- Create a Climate of Open Communication
  The bedrock of good communication is openness-the extent to which the organization and its people support the free exchange of open, honest communication. Openness contributes more to a positive communication climate than any other factor.
- Design Clear, Concise Messages
  Messages that are well designed are clear and concise. Managers and team leaders need to organize their thoughts and speak to each team member's level of understanding.
- Manage Nonverbal Behaviors Effectively
  Voice tone, intonation, facial expressions, gestures, and posture are some of the nonverbal factors that managers and team leaders must understand and learn to use for effective communication.
- Listen to Communicate
  Effective communication cannot take place without effective listening, which includes the ability to reflect, probe, support, and advise.

Note: This is one of twelve courses in the Certificate in Leadership required curriculum. You DO NOT have to be a participant in the Certificate in Leadership program to register for this class.

Payment Method: (please check one)

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REGISTER NOW BY FAXING THIS FORM TO THE NUMBER LISTED ABOVE OR BY PHONE