



# Improving Team Communication

Productive outcomes depend upon constructive communication skills

You may not be in charge of the team. But you are in control of your communication with team members.

We often find ourselves in situations where productivity requires the cooperation of others, but where we have no formal authority. Providing critical feedback, contributing to creative discussions, or determining task assignments can be challenging when the other team members are our peers. Project groups, task forces, volunteer committees – all require team members to communicate constructively to fulfill the team's mission.

- Assess the effectiveness of your "influencing style"
- Discuss techniques for negotiating while building and maintaining strong relationships
- Identify blocks which prevent giving feedback

- Learn to give constructive, behaviorally-based feedback
- Use techniques to promote openness and reduce defensiveness
- Handle negative input with more comfort
- Identify ways to manage "emotional traps" in difficult conversations

Regardless of your role on the team, improving your communication skills can make a positive impact on the group's performance.

Discover how constructive use of persuasion skills can boost team problem solving. Identify "moments of opportunity" that improve your chances to influence the group's creativity or decisions. And learn how to manage your response to others to avoid falling into emotional traps that sabotage effectiveness.

## Instructor

**CLAIRE MCCARTY KILIAN** enjoys helping people develop communication skills that promote a positive work climate, improve productivity, and encourage the full participation of all team members. Claire is currently associate professor of management and human resources for the College of Business and Economics at the University of Wisconsin-River Falls.

Her research interests include ethical leadership, negotiation and influence, recognition programs, and enhancing systems thinking among organizational members. She has authored articles for national business publications, professional journals, and academic research compendiums. Claire earned her Ph.D. from The Ohio State University.

## Who Should Attend

Business people who work in formal and informal team settings:

- Small business owners
- Supervisors and managers
- Production superintendents
- Quality assurance, control, improvement coordinators
- Team leaders and team members
- Non-profit administrators
- On-the-job trainers, buddies, job coaches, preceptors

Business people committed to improving their interpersonal communication skills will benefit by participation.

"I truly enjoyed this session. All the information you provided can actually be used!"

IMPROVING TEAM COMMUNICATION ATTENDEE

1-800-582-5182

[www.uwec.edu/ce/business/SupervisorManage.htm](http://www.uwec.edu/ce/business/SupervisorManage.htm)

Improving Team Communication is an ELECTIVE TOPIC in the Supervisory Management Certificate Program. It is also a stand-alone seminar and can be taken without enrolling in the Certificate Program.

SUPERVISORY  
MANAGEMENT

2009-2010

Every team member  
contributes to a team's  
effectiveness



# Improving Team Communication

EAU CLAIRE  
NOVEMBER 5-6  
2009

UNIVERSITY OF WISCONSIN

EAU CLAIRE  
EXTENSION

Learn critical influence and persuasion skills

## Improving Team Communication

2009-2010

SUPERVISORY  
MANAGEMENT

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Advance Your Career.

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[www.uwec.edu/ce](http://www.uwec.edu/ce)



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# Whether you're a manager now or hope to be one soon — we can help you reach your goals.

WE'VE DONE IT FOR MORE THAN 10,000 MANAGERS SINCE 1979.



## Take only **Improving Team Communication.** Or, go further and earn your **Supervisory Management Certificate.**

**DO YOU...** Want to learn more about a specific management issue? Register for the seminar that matches your professional development goal. Want to document your skills, knowledge and experience? Then earn the Supervisory Management Certificate and move your career forward.

### OUR SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM IS

**PRACTICAL** — Start with the basics that provide tips, tools, and proven strategies for management success.

**ADAPTABLE** — Select a specific issue which meets your professional development needs.

**REALISTIC** — Take up to five years to attend the six, two-day seminars needed to earn your Certificate. Seminars are scheduled throughout the year. Complete the requirements in just a few months or space out attendance over years. It's your call.

**INVALUABLE** — In addition to learning from top-notch facilitators, you benefit by networking and sharing best practices with others who have similar management concerns.

**NON-CREDIT** — Just meaningful, pertinent discussion of practical ideas which can be implemented immediately.

### EARN YOUR CERTIFICATE

The **three core seminars, SUPERVISORY MANAGEMENT 1, 2 AND 3**, are required. Choose three elective seminars that best meet your management development goals to complete the certificate requirements. You receive the **Supervisory Management CERTIFICATE** upon completion of the six, two-day seminars.

The **three core seminars** provide a complete overview of the basics essential to your successful transition from an independent contributor to a member of the management team. These skills are vital to your success managing a work group.

The **three elective seminars** create a customized learning experience to fit your career goals. Topics include: improving efficiency, managing a diverse workforce, maximizing performance, enhancing negotiation skills, managing change, improving team communication, or building your on-the-job training skills. Elective seminars may be taken without enrolling in the certificate program.

"Today's business climate demands that we set ourselves apart from the crowd. A Supervisory Management Certificate in your professional development portfolio is a testament to your professionalism."

SMCP CERTIFICATE HOLDER

The Supervisory Management Certificate Program is offered collaboratively by the UW-Eau Claire and UW-La Crosse Small Business Development Centers. Programs attended at either campus will count toward the completion of your Certificate.

UW-Eau Claire Small Business Development Center  
715-836-5811 | 800-582-5182  
Ask-SBDC@uwec.edu  
www.uwec.edu/ce

UW-La Crosse Small Business Development Center  
608-785-8782  
sbdc@uwlax.edu  
http://www.uwlax.edu/sbdc/

### WE WILL COME TO YOU

In-house presentations tailored to your workforce needs are available. Most topics addressed in our public seminars are easily scheduled at a time and place convenient for you. Contact your university program manager to discuss how to bring top-quality learning to your business.

"I see a real difference in our managers who have earned their Supervisory Management Certificate. They retain what they've learned, put it to use every day, and are much more confident and effective."

HR MANAGER

No tests. No homework.  
What are you waiting for?



### For Registration or More Info

PH : 715-836-5811 | 800-582-5182

FX : 715-836-5263

WB : www.uwec.edu/ce/reg.htm

EM : ce@uwec.edu

ML : Supervisory Management  
P.O. Box 4004  
Eau Claire, WI  
54702-4004



The Small Business Development Centers are members of the Wisconsin Entrepreneurs' Network, a coalition of more than 100 partner organizations which provide access to services for small business throughout Wisconsin. The Universities are partners in education with University of Wisconsin-Extension and the U.S. Small Business Administration. The SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

CONNECTING CAMPUS AND COMMUNITY

Payment required at time of registration. Detach form and mail with payment to:  
**Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004**

**Eau Claire**

Sweetwaters Restaurant  
EXIT 65 FROM I-94, JUST OFF HWY. 37 AND 12

### SEMINAR DATE & TIME

**Eau Claire** November 5-6, 2009

Seminars meet from 8:30 a.m.-4:00 p.m.

### COURSE FEE

\$425 / person / seminar includes refreshment breaks, luncheons, materials, and instruction. Payment is required at time of registration. Please make checks payable to **UW-Eau Claire**. Fees are subject to change after December 31, 2009.

### CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information.

### SAVE MONEY WITH DISCOUNTS

Group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

### Group Discount Fee

\$375 per person per seminar for 3 to 5 people from the same firm to attend the same session.

### REFUND POLICY, TRANSFER FEES

You may cancel or transfer your registration up to five business days before a program's start date. If you cancel or transfer fewer than five business days prior to the start date, a \$50 administrative fee will be assessed. If you cancel or fail to attend the day of the event, you are responsible for the full fee. Full refunds are given if a program is cancelled or filled. You may substitute another person for your registration at any time. Call the Continuing Education office at 715-836-5811 or 800-582-5182 for assistance..

### ACCOMMODATIONS

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Jim Mishefske at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 711-715-836-5811.

*University of Wisconsin-Eau Claire Continuing Education reserves the right to cancel any program due to insufficient enrollment or other administrative reasons, as well as the right to limit enrollment to ensure quality. In the event of a UW-Eau Claire Continuing Education cancellation, a full refund will be issued.*

*An EEO/Affirmative Action employer, University of Wisconsin provides equal opportunities in employment and programming, including Title IX and ADA requirements.*

## REGISTRATION FORM

### Improving Team Communication

Yes, I plan to attend.

Eau Claire	Nov. 5-6	2009	<b>B502-102</b>
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NAME		JOB TITLE	
COMPANY NAME			
ADDRESS			
CITY / STATE / ZIP			
HOME ADDRESS			
CITY / STATE / ZIP			
WORK PHONE (WITH AREA CODE)		HOME PHONE (WITH AREA CODE)	
E-MAIL ADDRESS			
PAYMENT INFORMATION			
<b>Course fee:</b> \$425 per person.			
<b>Group fee:</b> \$375 per person for 3-5 people from the same firm for the same class. (Discount registrations must be received together.)			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ (Payable to UW-Eau Claire)			
<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard		CREDIT CARD EXPIRATION DATE	
CREDIT CARD NUMBER			
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	CUST ID	CO ID	B3

**New!** More than 250 non-credit online courses and certificate programs. Learn anytime, anywhere. <http://www.ed2go.com/uwecce/>