

CRPA



Winter Quarterly

Tuesday, February 23rd
Cabela's, East Hartford

Mapquest: 475 East Street, East Hartford, CT 06118



Creating Buy-In Time: 10:30-11:45 AM

Selling your vision is the key to cooperative, productive team management or getting administration to listen to new ideas. Learning to engage others is more than presenting an outline or giving a directive. This workshop guides participants in the art of creating buy-in. If you are leading a team or directing a department this workshop is for you. Personal enthusiasm and attitude affect your role in the buy in process. Participants will learn to understand the buy-in process from others' point of view, develop the skills to communicate in the buy-in process, and develop a more complete understanding of follow-up and follow through processes to ensure involvement that will cement your success. Buy-in makes for a smooth transition through change, introduction of new ideas, projects or staff.

Instructor Lisa Crofton is a marketing specialist, columnist, mentor and entrepreneur having spent over twenty five years in the marketing/communications field. Lisa's inspirational verses have been published many times over and as creator of a popular 'Positive Living Series' as well as a 'Confidence Building Series' Lisa teaches courses that inspire individuals of all ages to live, work and play at their best .

Tour of Cabela's included!
Come check out this outdoor superstore!

Conflict Resolution Time: 1:00 - 2:15 PM

Customer service is one of those hot topics today because so often we experience "customer no service." We've been on both sides of the issue - the customer who is difficult to deal with and the customer service person who does not seem to care about you, the customer. This session will help you identify the types of customers with whom we have the greatest conflict and methods for resolving those issues. We will also cover why it is so important to have positive relationships with our customers - & customers are not only the ones outside the organization but also the ones inside the organization. You will be able to take some realistic methods to help you provide better customer service and build better relationships. Perfect for Park & Recreation professionals of any kind including front-line office staff.

Instructor Ralph Braithwaite provides a variety of training courses in Management, Organizational Behavior, Ethics, Entrepreneurship, Career Management, Managerial Skills, Workplace Diversity, Entrepreneurship, Industrial/Organizational Psychology & Human Resource Management.

<u>Schedule</u>	<u>Total CEU's 0.2</u>
10:00 - 10:30 AM	Coffee & Beverages
10:30 - 11:45 AM	Create the Buy-In
11:45 - 1:00 PM	Lunch
1:00 - 2:15 PM	Conflict Resolution
2:15 PM	Tour of Cabela's (optional)

Name: _____ Agency: _____
 City: _____ State: _____ Phone: _____
 E-mail: _____

Fee
\$35 Members
\$45 Non-mbrs

- * All checks/payment must be received by one week prior to training.
- * Any registration received after this will be subject to a \$15 late fee.
- * Cancellations will be permitted one week prior to any session, and name substitutions only will be accepted after the one week cut off.
- * Please note if you do not cancel or do not attend you are responsible for payment.

Scholarships: Professional Scholarships are available from CRPA for Members of the association. Please send a letter of need and request for scholarship to the CRPA office

Make Checks payable to:
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