

The Texas Municipal League Presents a Webinar

Communicating Effectively with the Public, Constituencies, and Internal Stakeholders!

January 6, 2010 10:30 a.m.



Communication is the backbone of all interactions. If we do not connect when we communicate, we cause problems that did not need to exist. This seminar will help you identify and understand your personal communication style

and the other person's communication style quickly and easily. This understanding will allow YOU to adjust YOUR communication approach to better meet the needs of the other party. The goal of this program is to provide you with an easy tool that will enable you to increase the effectiveness of your communication and reduce the problems that miscommunication causes.

Registration Bonus: If you attend both the Webinar and the TML Elected Officials' Conference in El Paso on February 12-14, you will receive a \$45 certificate toward the registration fee for any TML workshop scheduled before June 30, 2010.

AGENDA

10:30 a.m.	Introduction to the Communication Grid
10:45 a.m.	Identification of Your Personal Style
10:50 a.m.	Discussing the Four Quadrants
11:10 a.m.	Implications
11:20 a.m.	Questions and Answers
11:30 a.m.	Adjournment



This Webinar presentation will be conducted by **Rebecca Esposito**, founder of Esposito Communications in Austin. Ms. Esposito will lay the foundation for her more in depth, half-day session during the 2010 TML Elected Officials' Conference in El Paso on February 12-14.

Continuing Education Credit: Elected officials (mayors and councilmembers) can earn 1.2 Texas Municipal League Institute (TMLI) credits for participating in this Webinar. *CEU forms will be available online following the event.* For further information on the TMLI program, please call us at 512-231-7400 or visit the TML Web site at www.tml.org. Select "Training," and then click on "CEU Forms."

Registration: There is only one way to register: Register online with credit card payment at www.tml.org. Click on "Training" and select "Communicating Effectively with the Public, Constituencies and Internal Stakeholders." *Payment and a valid e-mail address are required to register.*

Registration Fee: The registration fee is \$75. You must register by 5:00 p.m. (CST) on Friday, December 31. *Registration will close after this date.*

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Confirmations: Participation instructions will be e-mailed approximately two weeks prior to the Webinar.

Cancellation and Substitution Policy: If you are registered and cannot join the Webinar, we encourage you to name a substitute attendee. *A valid e-mail address for the substitute is required in advance.* If you cannot provide a substitute, a \$45 cancellation fee will be assessed if written cancellation is received by **December 31**. **Please remember that no refunds will be honored after December 31.**

Questions: Please contact the TML Program Development Department at 512-231-7400 or webinar@tml.org.

Limited to the first 75 registrants!

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Suite 400
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