



**Certified
Technicians and
Technologists
Association of
Manitoba Inc.**

PO Box 70064 Kenaston PO
Winnipeg, Manitoba
Canada R3P 0X6

Telephone: 204-784-1082
www.cttam.com
Email: adminassstant@cttam.com

SNAP! Communications & Training

“Communication & Conflict Management Skills”

**** REGISTRATION FORM ****

(Maximum of 20 Participants)

Date: Friday, December 1st, 2023

Time: 8:30 a.m. to 3:30 p.m. (30 minutes for lunch)

Location: Norwood Hotel, 112 Marion St., Winnipeg (Ballroom)

Name: _____ Title: _____

Company Name: _____ Phone Number: _____

Address: _____ Postal Code: _____

Email: _____

List Additional Names if Required Below: *(Please Print)*

1. _____ 2. _____

Registration Fees: (Includes Lunch & Refreshments)

CTTAM Member: \$225.00 Non-Member: \$275.00

Number of Registrations: _____ @ \$225.00 Sub-Total: _____

Number of Registrations: _____ @ \$275.00 Sub-Total: _____

Total Owing: _____

Method of Payment: Visa MasterCard: Cheque:

Credit Card Number: _____ Expiry Date: _____
Month Year

Dietary Restrictions: _____

Note: You can also send an e-transfer to admin@cttam.com but please ensure that the name of the attendee is listed in the memo description. Please make cheques payable to CTTAM.

Please email the registration form to:
Cathy Penner, Registration Services Coordinator
Phone: 204-784-1082
Email: adminassistant@cttam.com



Ken Allen, SNAP! Communications and Training

Ken Allen, of SNAP! Communications and Training, is a Communications and Training Consultant and adult educator focused on providing professional consultation services, and delivering engaging, thought provoking and transformational learning sessions that provide participants with skills they can use right away.

A graduate of the University of Manitoba, certified adult educator, and a professional communicator, Ken's energy is contagious. The learning environment Ken creates makes it easy for participants to take risks and be open to learning. With experience as a Human Resource Development Consultant, Communications Officer, Media Spokesperson, and Heavy Construction Supervisor, Ken's experiences provide many examples and stories that illustrate course concepts. Ken provides consulting services and delivers training courses focused on; Leadership Development, Media Interview Skills Development, Training and Development and Strategic Communications Planning.

Ken's background provides helpful insights for leaders, and includes:

- Partner with The Province of Manitoba's Organization and Staff Development (OSD) to provide training, consulting and keynote presentations for 10 years.
- Training Officer at Red River College in Winnipeg. Ken previously delivered courses on a weekly basis in the Human Resource Management Certificate Program for six years.
- Communications Officer and Media Spokesperson for the City of Winnipeg (ongoing), focused on strategic communications planning. Ken has participated in over 3,750 interviews with local and national media.
- Corporate Human Resource Development Consultant and trainer for the City of Winnipeg, specializing in leadership development for five years.
- Heavy Construction Supervisor for 15 years in the field of road construction and snow clearing operations, where leadership skills were developed on the frontline.

COMMUNICATION & CONFLICT MANAGEMENT SKILLS

LEARNING OBJECTIVES:

By the end of the session participants will be able to:

- Describe the importance of effective communication
- Utilize the model for communication to communicate effectively with others
- Describe how everyone sees and understands things differently
- Describe the importance of listening, and the skills required for effective listening
- Describe the power of questions, and different question asking techniques
- Describe the importance of getting feedback and developing skills to provide effective and respectful feedback at work
- Review personal views and beliefs about conflict
- Understand that there are some positive aspects to conflict, and different choices in responding to conflict
- Describe five different styles of dealing with conflict and when to use each conflict resolution style
- To practice communication skills for the purpose of conflict resolution