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Workshop sponsored by the:

**Hawaii Local Technical Assistance Program**

*in cooperation with the  
Hawaii State Department of Transportation,  
University of Hawaii's Department of Civil &  
Environmental Engineering  
and the Federal Highway Administration*

# Communication for Teambuilding and Relationship Management

## Incorporating Tongue Fu®

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**Registration Procedure**

1. Please contact Gail Ikeda at 808-956-8367, 808-956-8851 (FAX) or [giked@hawaii.edu](mailto:giked@hawaii.edu) by **Wednesday, May 14, 2008**.
2. Attendance is limited, and preference is given to local government employees.
3. Private company participation is on a space available basis at a fee of \$25 per individual.

**Cancellations**

Please contact us if you must cancel your registration or if someone will be substituting for you. Refunds will be made if notice is received at least 3 workdays prior to the workshop date.

**Parking**

East-West Center parking passes are available at \$4/day. If you would like a parking pass please contact us by May 14, 2008.

**Payment Method**

Payment can be made via Check – payable to the Research Corporation of the University of Hawaii (RCUH), Purchase Order, Credit Card (Visa & MasterCard) or Purchasing Card. Please mail payments to:

Hawaii LTAP  
University of Hawaii at Manoa  
Dept. of Civil & Environmental Engineering  
2540 Dole Street, Holmes Hall 383  
Honolulu, HI 96822


East-West Center, Jefferson Hall,  
Keoni Auditorium  
1777 East West Road  
Honolulu, Hawaii

**May 22, 2008**  
**8:30 a.m. – 4:30 p.m.**



*Registration begins at 8:00 a.m.*

**Hawaii Local Technical Assistance Program**  
University of Hawaii at Manoa  
Department of Civil & Environmental Engineering  
2540 Dole Street, Holmes Hall #383  
Honolulu, Hawaii 96822



## Course Description:

This course is designed to teach communication skills that will better serve managers of all levels in building teamwork – working with rather than for someone. It includes developing skills to persuade people to see your point of view, find solutions and not fault, turn resentment into rapport, control emotions and communicate in ways that turn conflict into cooperation.

The second half of the session is based on the idea that just because people are working side-by-side doesn't mean they're operating as a team. A group must have specific characteristics to be a smoothly functioning unit.

This program identifies those characteristics and then outlines exactly how to provide them so everyone works together more productively and harmoniously.

Included will be how to:

- Develop meaningful group goals so team members have a sense of purpose, progress, and "proprietorship"
- Create traditions that give people a sense of history and commonality
- Coach (vs. criticize) performance so employees are motivated to improve
- Establish a norm of mutual respect and responsibility
- Practice the Three I's of Two-Way Communication
- Recognize and practice self-less vs. selfish group behavior
- Motivate, validate and appreciate yourself and others on the team
- Recognize what attitudes and behaviors hold you back and what to do about them

You will be presented with practical tools, thoughts, and techniques that you can use to grow your own personal satisfaction in working with others, to develop meaningful professional relationships both internally and externally, and to start now, not someday.

## Who Should Attend:

This course is for employees and professionals who would like to improve their working relationships, their service to the client/customer, and their conflict resolution skills with clients, co-workers, and supervisors. It is designed for people who want to raise their level of professionalism and increase their personal and professional effectiveness.

## Course Agenda:

<u>Time</u>	<u>Topic</u>
8:30 AM	<i>Welcome and Introductions</i>
10:00 AM	BREAK
12:00 PM	LUNCH (not provided)
2:00 PM	BREAK
4:30 PM	ADJOURN

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*"Your energetic and insightful presentation made us realize how we can all improve our communication skills by listening and speaking with maximum engagement, encouraging cooperation while avoiding conflict."* Jon Nishimura, American Council of Engineering Companies of Hawai'i

## Speaker:

### Gwen Fujie

Gwen Fujie, born and raised in Hawai'i, has presented programs to hundreds of organizations and thousands of individuals nationwide. Gwen is a professional member of the National Speakers Association, Society of Human Resource Management, the Speakers Association of Hawai'i, and the American Society of Training and Development. Her impressive client list includes The American Hospital Association, Starwood Hotels & Resorts, Bank of Hawai'i, Kamehameha Schools, Hawai'i State Judiciary, Hawai'i Pacific Health, and the National Weather Service.

