

Reservation Form

To register for the workshop:

Please fill in completely all information below. Be sure to indicate which location you wish to attend. All registrations must be pre-paid and received by the **deadline-Friday, October 30, 2008.** (no payments can be accepted at the door, and we cannot guarantee space availability or seminar materials for late registrations or walk-ins).

PLEASE PRINT Attendee Names (for use on name badge)	
\$149 CGEA Member Fee	
\$199 CGEA Member Late Fee (after 10/30/08)	
\$249 Non-CGEA Member Fee	
1. _____	\$ _____
2. _____	\$ _____
3. _____	\$ _____
4. _____	\$ _____
5. _____	\$ _____
PLEASE INDICATE TOTAL ENCLOSED	TOTAL: \$ <input type="text"/>
Which Location?:	
Cal Poly-Pomona <input type="checkbox"/> CSUSM-San Marcos <input type="checkbox"/> Lions Gate-Sacramento <input type="checkbox"/>	
Company Name: _____	Phone # (_____)
Address: _____	Fax # (_____)
City/State/Zip: _____	
Contact Person*: _____	E-mail*: _____
*Contact person will receive confirmation e-mail & parking info	

Mail your check (made payable to CGEA) along with this form to:

CGEA
P.O. BOX 1693
PLACERVILLE, CA 95667

You may also pay by credit card up to the deadline date at our website - www.cgea.org. If registering online and paying with a credit card, please fax this completed form to (530) 344-0834.

No refunds can be made after deadline

To Reserve:
Complete the form and return it to us with your check made out to CGEA. All attendees must pre-register and pre-pay prior to the stated deadline.

The registration deadline is:

THURSDAY-
OCT. 30, 2008

Mail Payment & Completed Form to:
CGEA
PO Box 1693
Placerville
CA 95667

or pay online at
www.cgea.org

Questions?
Call CGEA at:
530-344-0644

"Client Management and Communication Skills" Workshop

Tuesday, November 11, 2008
Pomona, CA

.....
Wednesday, November 12, 2008
San Marcos, CA

.....
Friday, November 14, 2008
Sacramento, CA

A Full-Day Workshop
Presented by:

California Geotechnical Engineers Association



CGEA's 3rd Annual
Future Leaders Workshop

Register By Thur., October 30, 2008

"Client Management and Communication Skills" Workshop

A GREAT WORKSHOP.

A GREAT OPPORTUNITY.

This workshop advances the professional skills of participants so that their interaction and communication with clients develops strong trust, loyalty, and repeat work. Students will learn how to build five types of client trust and how to design a convincing case for a technical solution. In addition, participants learn advanced listening skills and tactful methods of handling a client who is advocating a "bad" solution to his problem. Participants will walk out of this workshop with practical skills that advance their communication expertise, significantly increase their ability to work with clients, and that apply to their personal lives.

WORKSHOP OUTLINE.

Registration (7:30 a.m.-8:00 a.m.)

- Overview and Introduction
 - How this class advances your professional skills
- Client Management
 - How to build five types of client trust before and during a project
- How to design a compelling, convincing message when you need to convince a client to accept a particular solution
- How to get clear, complete, and accurate information from clients-advanced listening strategies. Also, how to tactfully handle a client who disagrees with you or who advocates a "bad" solution
- Thinking on your feet in tough, challenging situations-how to make sure you say the right things
- Nonverbal communication-how to read people*

Wrap-Up (4:45 p.m.)

*time permitting

The workshops will start with a 7:30 a.m. registration and will wrap up at 4:45 p.m. Continental breakfast, lunch, and refreshment breaks will be provided.

SPEAKER: GARY D'ANGELO, Ph.D.

ABOUT THE SPEAKER.

We've asked Gary to lead these workshops for three reasons:

1. As a former professor of interpersonal and persuasive communication, he knows the most up-to-date communication research.
2. He has interviewed over 70 clients who use geotechnical, environmental, and civil engineering services like ours-and so he knows something about how the clients think and what they value.
3. He has worked with ASFE and firms like yours helping/coaching/training professionals in the workplace and with clients. So, he has a sense of your business.

He has a Ph.D from the University of Colorado and, while a professor at the University of Washington, he received the Distinguished Teaching Award.

He is the co-author of the book, *Together: Communicating Interpersonally* and has published workbooks in *Listening, Persuasive Speaking, Building Client Relationships, How to Answer Questions Under Pressure, Train the Trainer, and Professional Facilitation Skills.*

Tuesday, November 11, 2008:
Kellogg West Conference Center
 Cal Poly Pomona, Bldg. 76
 3801 W. Temple Avenue
 Pomona, CA 91768
 (909) 869-2222

Wednesday, November 12, 2008:
Clark Field House
 CSU-San Marcos
 333 S. Twin Oaks Valley Road
 San Marcos, CA 92096
 (760) 750-4000

Friday, November 14, 2008:
Lions Gate Hotel
 3410 Westover Street
 Sacramento (McClellan), CA 95652
 (916) 643-6222