



Educational Conference | November 29, 2018 | St. Clements Castle, Portland

Communicating with Impact

About the Program

We are pleased to announce that our Annual OEDM Conference for CBOA/CFMA will be held on November 29th. This year promises to be a different, more dynamic experience than ever before! Based on your survey responses and recommendations from focus groups and the building and fire code training councils, we will be focusing our educational conference on **Communicating with Impact**. Whether you are interacting with colleagues, building owners, design or trades professionals, or state or town government officials, your ability to communicate well and convey credibility is key to your success and your reputation.

Instead of PowerPoint slides and lectures, we've invited Leading Edge Coaching and Development to facilitate our day. Leading Edge founder Cindy Maher is an award-winning, in-demand speaker who has worked with Fortune 500 companies, federal and state government agencies, and colleges and universities across the country. Leading Edge teaches using live improv comedy and interactive discussions. You'll spend time talking to colleagues about difficult communication challenges that are unique to your role as a building or fire code official and leave energized, engaged, and ready to apply new skills on the job. It will be both engaging and valuable.

Our day will focus on four critical aspects of communication:

1. **Your Buzz:** Recognize how your communication skills relate to your reputation and overall success.
2. **Trust and Connection:** Understand how your emotional intelligence impacts your ability to communicate. Ramp up your ability to listen and be curious. Learn to convey respect and how to say no in a way that makes the other person feel heard and considered.
3. **Conveying Credibility:** Whether you're talking to a large group or a single stakeholder, learn how to convey credibility and competence. Adjust your message to your audience, and speak to engage interest and attention.
4. **Dealing With the Difficult:** Perhaps the most challenging communication skill is delivering bad news to others. Learn how to engage in a dialogue and defuse anger when enforcing critical fire and building codes.

Our venue will also be fantastic! Centrally located in Portland, Connecticut, St. Clements Castle will be a perfect location for this year's conference. For GPS, enter 1931 Portland-Cobalt Rd, Portland, CT 06480

You can earn **5.5** continuing education credits for participating in the entire training. Share in the comradery of your fellow code officials in a beautiful castle on the Connecticut River, while enjoying a complementary luncheon and **learning through laughter**.

So, put us on your calendar and register now! You will not want to miss this year's conference!

Program Schedule

November 29, 2018

- 7:30 am Registration and Continental Breakfast
- 8:15 am Welcoming Remarks
- 8:30 am Your Buzz
- 10:00 am Coffee Break
- 10:15 am Trust and Connection
- 11:30 am Luncheon
- 12:30 pm Conveying Credibility
- 2:00 pm Cookie Break
- 2:15 pm Dealing with the Difficult
- 3:30 pm Program Adjournment

This conference is made possible through the Code Training and Education Fund. Revenue for the Fund comes from assessments on the construction value of building permits.



You must register by November 16th to attend this conference; no registrations will be accepted at the door.

Seating is limited. Registrations are accepted on a first-come, first-served basis. If you are unable to attend, please call our office (860-713-5522) to cancel so another official can have your spot. Thank you.

Complete this form by **November 16, 2018**, save the document and click **submit** to register. You **must save** before sending.

Check your luncheon selection:

☐ Grilled Citrus and Thyme Marinated Chicken ☐ Grilled Angus Sirloin ☐ Special Dietary Requirement_____

ETC Card ID Number_____ — _____ Name_____

Issued by DAS/Office of Education and Data Management

You can also register by fax or mail:

Fax: 860-920-3093

Mail: CBOA/CFMA Conference, DAS/OEDM, 450 Columbus Blvd—Suite 1306, Hartford, CT 06103