

WESTAR Council

Risk and Stress in Professional and Personal Communication

June 11-12, 2019

State of Wyoming
Hathaway Building
Basement Conference Room
2300 Capitol Avenue
Cheyenne, WY 82002

Registration Deadline:
Friday, May 24, 2019



REGISTRATION INSTRUCTIONS:

First Time Users:

Please go to: www.apti-learn.net and follow the below steps:

1. Click on the "First time user? Click here to register" link in the upper right-hand corner of the webpage;
2. First screen requires: 1) work email address; 2) first and last names; 3) password; and 4) security question;
3. Second screen asks about affiliation/agency. There are two options for filling out this section:
 - Agency Quick Search, or;
 - Affiliation/Agency
4. Third screen includes a list of job functions and other profile information. You can click as many (or few) job functions as appropriate. Once you have completed this third screen, you are done setting up your profile.

After completing the profile:

5. Click the "Register" tab on the left side, or the "Register" bubble in the middle of the page;
6. Scroll down the Training Calendar until you see training course that you are interested in registering for;
7. On the right side of the table you will see a "register" link;
8. Click the "register" link (be patient it takes a few seconds for the confirmation note to pop-up);
9. You will receive an automatically generated email saying that you have been placed on a waiting list (this is so unapproved attendees can be weeded out).
10. Once approved, you will receive a second email saying you are enrolled.

Previously Registered Users (www.APTI-Learn.net):

1. Enter email address and password in appropriate spaces;
2. Go to step 5 (above) and follow directions.

IF YOU NEED ASSISTANCE REGISTERING FOR THE COURSE PLEASE CONTACT: JEFF GABLER (503) 478-4955 or JGABLER@WESTAR.ORG

TUESDAY, JUNE 11, 2019

9:00	am	Welcome and Introduction
9:30	am	Overview and Itinerary
10:00	am	Break
10:15	am	Risk and Stress Definition Signs and Symptoms of High-Risk/High-Stress Environments Remedies and Dealing with High-Risk/High-Stress Situations
12:00	noon	Lunch (on your own)
1:00	pm	How Communication Relates to Stress and Risk Environment Levels of Stress and Risk Compared to the Importance of the Situation
2:30	pm	Break
2:45	pm	Evaluating the Relationship Between Stress, Risk and Communication Mapping Strategies for Communication in High- Stress/High-Risk/Important Relationship Situations
4:30	pm	Adjourn for the Day

WEDNESDAY, JULY 12, 2019

9:00	am	Theoretical Constructs of High-Risk Communication
10:00	am	Break
10:15	am	Overview of Media Relations
12:00	noon	Lunch on your own
1:00	pm	Review
2:00	pm	Role-Play Exercise
3:00	pm	Break
3:15	pm	Role-Play (continued)
4:00	pm	Conclusions
4:30	pm	Adjourn

ABOUT THE TRAINING COURSE

LEARNING OBJECTIVES:

- Understand the theoretical components of risk and stress communications
- Better communicate "competence"
- Identify factors that promote the perception of risk and stress;
- Learn basic rules and tips for dealing with the media and public audiences
- Answer tough questions from the media and a concerned community
- Participate in a one-on-one mock interview (emphasis on Air Quality)
- Reasons for being concerned about risk and stress communication
- Purposes of risk and stress communication strategies
- Problems with risk and stress communications
- Keys to risk and stress communication
- Ways to communicate risk

SPACE LIMITATION: Registration is limited to 30 attendees. Air quality staff from the fifteen western states receive registration preference.

REGISTRATION FEES: There are no registration fees for state, local or tribal air quality agency staff. For federal employees the registration fees are \$500.

TRAINING LOCATION

State of Wyoming
Hathaway Building
Basement Conference Room
2300 Capitol Avenue
Cheyenne, WY 82002

HOTEL INFORMATION

Attendees and speakers are responsible for making their hotel reservations. Below is a list of potential hotels in Cheyenne. WESTAR DOES NOT have room blocks at these hotels. Please ask for government rate.

The Historic Plains Hotel
1600 Central Avenue
Cheyenne, WY 82001
Phone: (307) 638-3311

Microtel Inn & Suites Wyndham

1400 W. Lincolnway
Cheyenne, WY 82001
Phone: (307) 274-4593

TownePlace Suites Marriott

1710 W. Lincolnway
Cheyenne, WY 82001
Phone: (307) 634-0400

Fairfield by Marriott

1820 W. Lincolnway
Cheyenne, WY 82001
Phone: (307) 634-0401

Hampton Inn

1781 Fleischli Pkwy
Cheyenne, WY 82001
Phone: (307) 632-2747