# Ditch Maintenance

Cornell Local Roads Program

**Contact Person/Instructor:** Geoffrey Scott/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Ditches are an important part of the watershed and are critical for extending the life of a highway. Proper ditch maintenance is important to both the environment and the road. Join Geoffrey Scott, PE, Cornell Local Roads Program, as he discusses ditch maintenance practices that focus on improving the environment and maintaining our roadways.

 Ran on April 14th - Lost the recording

# Myths of Traffic Calming and Complete Streets

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

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X Course materials are available to share.

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**Notes:**

Roads and streets traditionally have been designed to move cars and trucks quickly, but there are alternatives to design for use by all users including pedestrians and bicyclists: Complete Streets and Traffic Calming. However, there is a misunderstanding of what complete streets and traffic calming can actually do. David will cover what is a complete street and what traffic calming actually can do to help improve your community.

Ran on April 16th

Recording - https://youtu.be/ssIpjf2eHJs

# Estimating and Understanding the Costs of Highway Projects

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

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 Course can be presented in person or online.

**Notes:**

Estimating projects costs does not have to be overly complicated, but is critical to budgeting and planning. In this session David will provide an overview of a simple way to perform a cost estimate and show some examples of how to determine the costs of your highway projects.

Ran on April 21st

Recording - https://www.youtube.com/watch?v=iz4ov6lkQ9c&feature=youtu.be

# The New “Little Greenbook” and Local Highway Geometric Standards

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

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 Course can be presented in person or online.

**Notes:**

AASHTO just released the next version of the “Little Greenbook” which now includes roads and streets up to 2,000 vehicles per day and includes some details for bicycles and pedestrians. David will review the new guide and the local highway standards developed by Cornell, which can be used for most local roads and streets.

Running April 23rd from 2 -3pm

Register - https://cornell.zoom.us/webinar/register/WN\_EwPsnaSSSBqRGMCobGxV-g

# Signs, Signs, Everywhere a Sign

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Good highway signs communication regulations, guidance, and information. During this session, David will show you want is needed for good highway signs and what highway agencies and boards need to know to help the public driving down the highway.

Running April 28th from 2-3pm

Register here - https://cornell.zoom.us/webinar/register/WN\_8p0i-JjETdix-T6RU5nNBw

# Understanding Erosion and Sediment Control

Cornell Local Roads Program

**Contact Person/Instructor:** Geoffrey Scott/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

 Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Stormwater runoff from rainwater and snowmelt carries a variety of pollutants to our streams, rivers, lakes and oceans. Untreated runoff can create significant environmental and public health and safety problems and erosion and sediment transfer contribute to these problems. This session will review why we are concerned and what we can do to address erosion and sediment transfer by using accepted practices to first, prevent erosion, and second, contain sediment once it has become mobile.

Running April 30th from 2-3pm

Register here - https://cornell.zoom.us/webinar/register/WN\_B8V40vORSCa1ePI-6q\_M3Q

# Constructing Quality Crack Treatments

Nevada LTAP

**Contact Person/Instructor:** Greg Duncan

 gduncan@appliedpavement.com

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

2-hour web conference with a 10-minute online pre-study

# Constructing Quality Thin Surface Treatments

Nevada LTAP

**Contact Person/Instructor:** Greg Duncan

 gduncan@appliedpavement.com

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

2-hour web conference

# Pothole Patching and Repair

Nevada LTAP

**Contact Person/Instructor:** Greg Duncan

 gduncan@appliedpavement.com

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

2-hour web conference with a 10-minute online pre-study

# Stormwater Pollution Control

Nevada LTAP

**Contact Person/Instructor:** James Murphy

 james@murphyreno.com

**Course Information and Usage Permission:**

 Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

4-hour web conference

# Work Zone Safety and Flagger Training

Iowa LTAP

**Contact Person/Instructor:** Paul Albritton

 PALBRITT@IASTATE.EDU

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

https://iowaltap.iastate.edu/flagger-and-work-zone-safety-training/

https://iowaltap.iastate.edu/work-zone-safety-and-flagger-online-training/

This is an abbreviated version of our typical class that we would do onsite. More of a refresher for seasoned employees and a good starting point for new employees. If other LTAP's want to use this, I collect registration information (see bottom link) and will be glad to pass that information along. About 1 1/2 hours in length.

# Excavation Safety Overview

Iowa LTAP

**Contact Person/Instructor:** Paul Albritton

 PALBRITT@IASTATE.EDU

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

https://iowaltap.iastate.edu/excavation-safety-overview-webinar/

The short 45 minute overview of Excavation Safety discusses the role of the competent person, soils and protective systems used in Trenches.

If other LTAP's wish to use this webinar, I collect registration information and will be glad to pass this information along to the appropriate Center.

# Grant Writing - How to Get Started

Ohio LTAP Center

**Contact Person/Instructor:** Victoria Beale

 Victoria.Beale@dot.ohio.gov; 614-466-3129.

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

 Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Please contact Victoria Beale at the Ohio LTAP Center for additional information.

# Effective Use of PowerPoint Presentations

Ohio LTAP Center

**Contact Person/Instructor:** Victoria Beale

 Victoria.Beale@dot.ohio.gov; 614-466-3129.

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

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 Other LTAPs are welcome to advertise.

 Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Please contact Victoria Beale at the Ohio LTAP Center for additional information.

# Culvert Installation and Maintenance for Local Agencies

Minneaota LTAP

**Contact Person/Instructor:** Katherine Stanley

 612-626-1023 or sell0146@umn.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Self-paced

# Sign Maintenance and Management for Local Agencies

Minneaota LTAP

**Contact Person/Instructor:** Katherine Stanley

 612-626-1023 or sell0146@umn.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Self-paced

# Gravel Road Maintenance and Design

Minneaota LTAP

**Contact Person/Instructor:** Katherine Stanley

 612-626-1023 or sell0146@umn.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Self-paced

# Installation and Management of Roadside Turfgrasses

Minneaota LTAP

**Contact Person/Instructor:** Eric Watkins

 612-624-7496 or ewatkins@umn.edu

**Course Information and Usage Permission:**

 Our center developed the course material.

 Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Self-paced; This course was developed by Extension Turfgrass Science at the University of Minnesota, with financial support from the Minnesota Department of Transportation and the Local Road Research Board under project title, “Expanding the Success of Salt-Tolerant Roadside Turfgrasses through Innovation and Education."

# Turfgrass Pathology Course

Minneaota LTAP

**Contact Person/Instructor:** Eric Watkins

 612-624-7496 or ewatkins@umn.edu

**Course Information and Usage Permission:**

 Our center developed the course material.

 Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

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 Course can be presented in person or online.

**Notes:**

Self-paced; This course is offered through the College of Continuing and Professional Studies at the University of Minnesota.

# Asphalt Best Construction Practices

Delaware T2/LTAP Center

**Contact Person/Instructor:** Matheu J. Carter, P.E.

 matheu@udel.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Developed as a nominal 4-hour in-class training. Fundamentals. Developed ~2010. See PDF at https://sites.udel.edu/dct/t2-center/technical-briefs-case-summaries/.

# Concrete Best Construction Practices

Delaware T2/LTAP Center

**Contact Person/Instructor:** Matheu J. Carter, P.E.

 matheu@udel.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Developed as a nominal 4-hour in-class training. Fundamentals. Focus on water/cement control for durable concrete. Developed ~2018. See PDF at https://sites.udel.edu/dct/t2-center/technical-briefs-case-summaries/.

# Reading, Using, and Understanding Construction Plans

Delaware T2/LTAP Center

**Contact Person/Instructor:** Matheu J. Carter, P.E.

 matheu@udel.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Developed as a nominal 4-hour in-class training. Designed for those with no experience. Developed ~2018. See PDF at https://sites.udel.edu/dct/t2-center/technical-briefs-case-summaries/.

# ADA - Self-Evaluation and Transition Plans

Delaware T2/LTAP Center

**Contact Person/Instructor:** Matheu J. Carter, P.E.

 matheu@udel.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Developed as a nominal 2-hour in-class lunch/breakfast and learn. Developed ~2014. See PDF at https://sites.udel.edu/dct/t2-center/technical-briefs-case-summaries/.

# Winter Maintenance Snow and Ice Control

Delaware T2/LTAP Center

**Contact Person/Instructor:** Matheu J. Carter, P.E.

 matheu@udel.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

 Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

X Course can be presented in person or online.

**Notes:**

Developed as a nominal 6-7-hour in-class training. Developed ~2011. See PDF at https://sites.udel.edu/dct/t2-center/technical-briefs-case-summaries/.

# Traffic Sign Handbook

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

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**Notes:**

The Traffic Sign Handbook has been around since 1985 when it was first produced by NYSDOT. It contains information that would allow an agency to place almost all of its signs and covers the requirements of the National MUTCD and NYS Supplement. Back in late April, there was a webinar on signs, but it could only cover the basics. During this session, David will provide some of the highlights from the Handbook and some additional key items you should be doing to make your signs as valuable as possible.

7/7/20, 9am – 10am EST

 Register Here - https://cornell.zoom.us/webinar/register/WN\_Qku1G\_ZNS-6T\_B5Xmy6PAw

# Full Depth Reclamation

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

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 Course can be presented in person or online.

**Notes:**

That old pavement which looks like it should just be thrown away and reconstructed may be rehabilitated with less cost and better long-term results than you think using Full Depth Reclamation (FDR). The key is to pick good candidates, improve drainage, select the correct additive be it chemical, cement, asphalt, or rock, and built it right. Come join us as we review how to save that existing road or street using FDR.

7/14/20, 10am – 11am EST

Register here - https://cornell.zoom.us/webinar/register/WN\_ud9uznLcTHODrl\_BcwVVPw

# Paving: an Engineer’s Perspective

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

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X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Asphalt Concrete is the most common surface for local roads and streets. Making sure the paving is done properly is vital to getting the best value for your municipality. In this webinar, David will review selecting the right candidates for paving and the critical issues to make sure the paving will be successful. This webinar and a companion video by Circuit Rider Gary Nelson, Paving: A Practitioner’s Perspective, will help ensure you get the best bang for your buck.

7/21/20, 9am – 10am EST

Register here - https://cornell.zoom.us/webinar/register/WN\_LbPg85\_cSPmpe0vLgK7jaQ

# Town Hall: Shared Services

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

COVID-19 has kept us apart, but made working together even more critical than ever. Join a panel of local highway officials to discuss ways to share services today and after this crisis is over.

7/28/20, 9am – 10am EST

Register Here - https://cornell.zoom.us/webinar/register/WN\_Ar\_mCUB7TcGeUkyfZEAHmQ

# When to Replace Your Equipment

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

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**Notes:**

Reliable equipment is critical to managing a highway or public works department. During this webinar, David will show examples of how agencies decide when to replace their equipment. He will also show how agencies can determine the right size for their capital equipment replacement plan.

Recording - https://www.youtube.com/watch?v=x5lt4M\_xjYI&feature=youtu.be

# Thickness Design of Low-Volume Roadway Pavements

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

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**Notes:**

University Transportation Center (UTC) partners at Cornell University’s Local Roads Program have developed a new software tool to help local agencies do their own pavement designs. Under-designing roads can mean more expensive repairs for local counties, towns and villages. To address this issue, they developed, RoadPE: LHI, a user-friendly excel-based software tool that uses modern mechanistic-empirical methods to assist local agencies with designing their low-volume roads (LVRs) for various types of traffic.

This free webinar will review the critical inputs needed for LVR pavement design and discuss ways for local agencies to design the thickness of their LVRs including the new RoadPE: LHI software.

Webinar Outcomes:

Identify what is an LVR

Select the critical inputs needed for LVR pavement design

Assess the limitations of a simple LVR design tool and identify when a more sophisticated tool is required

Practice using the new RoadPE: LHI software

Recording - https://www.youtube.com/watch?v=zs5lIDjNA3M

# Safety Starting at the Tailgate

Cornell Local Roads Program

**Contact Person/Instructor:** Phil Spiezio/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

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X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Learn how tailgate talks can help build culture of safety for you and your team.

# Running Your Highway Department

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

5/12/20, 2pm - 3pm EST

This presentation will provide some basics for running your highway department efficiently and effectively and review the basic duties and responsibilities of a highway department leader.

Register - https://cornell.zoom.us/webinar/register/WN\_JKGaFlyVS0CysY7L1zihuQ

# Soils and Your Roads and Streets

Cornell Local Roads Program

**Contact Person/Instructor:** Willy Grimmke/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

 Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

5/14/20, 2pm - 3pm EST

Register - https://cornell.zoom.us/webinar/register/WN\_POJXZPs2Q2igC3\_GaTmC3g

# Common Pavement Maintenance Techniques

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

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X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

5/19/20, 2pm - 3pm EST

Register - https://cornell.zoom.us/webinar/register/WN\_AwqhcILgSXeLNaNeYu7y6A

# Preparing an Asset Management Plan for your Pavements

Cornell Local Roads Program

**Contact Person/Instructor:** Geoffrey Scott/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

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X Instructor is willing to present online for other LTAP Centers.

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**Notes:**

Having a plan in place is a valuable way to determine the how and where to make critical investments when maintaining and improving a municipality’s assets. This webinar will discuss the information necessary for a good inventory, including a means of assessing your pavements, evaluating the results, and using that information to develop a plan to best manage the limited funding available while maintaining and improving your roadway network.

5/21/20, 2pm – 3pm EST

Register - https://cornell.zoom.us/webinar/register/WN\_3mb0fYwRTVyZ4xO6gXQKlA

# Be Careful Out There: Keeping Everyone Safe in the Work Zone

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Work zones are dangerous places for everyone. To make them safer, good communications is the key. David will provide information on developing good work zone habits to keep everyone safe.

5/26/20, 2pm - 3pm EST

https://cornell.zoom.us/webinar/register/WN\_n9Hv7rvvQ42oTjBSdqAEaw

# Budget Basics

Cornell Local Roads Program

**Contact Person/Instructor:** Tim Hunt & Guy James/Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

Developing your budget has never been more important. Join Tim and Guy as they discuss the basics of developing a budget and how to be ready for change.

5/28/20, 2pm - 3pm EST

https://cornell.zoom.us/webinar/register/WN\_y88TP6PvTWCmuGBh4lNZqA

# Why has My Road Failed Already?

Cornell Local Roads Program

**Contact Person/Instructor:** David Orr/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

5/5/20, 2pm - 3pm EST

Most roads and streets in New York State are relatively low volume were never actually designed. This webinar will discuss how pavements fail and how they work structurally. David will provide a review of different ways to design the road to handle the load.

Upon completion of the webinar, participants will be able to:

• Explain why a pavement failed prematurely

• Distinguish how pavements fail structurally

• List the design methods used to design the thickness of a road

Register - https://cornell.zoom.us/webinar/register/WN\_HNjfht-0Tz6UUtIue5ahqg

# Defusing Stressful Encounters: Basic Human Communication Techniques

Cornell Local Roads Program

**Contact Person/Instructor:** Jon Anderson/ Amanda Link

 ael234@cornell.edu

**Course Information and Usage Permission:**

X Our center developed the course material.

X Course materials are available to share.

X Instructor is willing to present online for other LTAP Centers.

X Other LTAPs are welcome to advertise.

X Course is adapted/designed for presenting online.

 Course can be presented in person or online.

**Notes:**

5/7/20, 2pm - 3pm EST

Presentation focuses upon basic human communication techniques towards defusing stressful encounters. The technique is trained and practiced in NYS Correctional facilities. But is applicable in all Public Service business environments. The technique is used to defuse encounters at the communication level before it turns into (aggression) behavior.

Register - https://cornell.zoom.us/webinar/register/WN\_\_993zz-RR9CR9Ut4npWcXQ