



## **Arboriculture and Communication: Working Together to Get the Work Done**

**A 3-Part Series on Communication for Arborist, Tree Wardens and Tree Workers of all Types  
Jones Auditorium, CAES 123 Huntington St., New Haven, CT**

**Session 1 – October 8 | Session 2 – November 19 | Session 3 – December 3  
All sessions are on a Thursday. Each session will run from 9 am to 12 noon**

As in many professions, communications is part of the lifeblood of arboriculture. Failures to communicate in tree care can be epic – how many times is the wrong tree taken down because ‘left of the driveway’ is different depending upon where you are standing? But problems in communications can be more subtle – does the client really understand what it is that you are proposing and, if not, will he or she really be happy when you are done?

CTPA has put together a series of three workshops on Communications. These are intended to be small, interactive sessions that encourage individual involvement. Feel free to attend one, two or all three sessions. Each looks at communications from a different perspective.

**Session 1: Using the ANSI Standards.** To speak with someone, you need a language and a vocabulary. For tree care, the ANSI A-300 Standards provides that vocabulary. It is up to you as a professional to know what it is in these standards and how to make use of them. What does ‘pruning’ mean when a professional uses that term? Look it up in the ANSI Standard!

This session will cover how you use these standards to write specifications that are consistent, readily understood and unambiguous to your crew and clients.

***Session Leader: Dane Buell, Vice President of Tree Care Services for Brickman /ValleyCrest. Chair, ASC A300 Committee.***

**Session 2: Documentation in Arboriculture.** What can just be said, and what needs to be written down? In this second session we have a lawyer who also happens to be a CT licensed arborist and the CEO of a tree care business discuss this important topic.

How does a lawyer look at business transactions and the day-to-day business of arboriculture? What does a lawyer tend to pay attention to that an arborist or a tree care worker might not? And, most importantly, in running a business, what should you be discussing, what should you be documenting and how much of that documentation should you be retaining? Included in this workshop will be a discussion of the documentation required by DEEP.

***Session Leaders: Mary B. Ryan, Esquire, Gordon, Muir and Foley, LLP and CT Licensed Arborist, and Ken Almstead, CEO Almstead Tree & Shrub***

**Session 3: Communicating with your clients / communicating with your crews.**

The best ideas in the office or the best ideas in a contract can all fall apart if the right ideas don't get communicated to the people on the ground. These include your client – who likely has some very specific ideas about how the work will look when it is completed, and your crews, who might also arrive at a job with something very different in mind from what you are expecting.

How do you avoid those sorts of issues? What should you be careful to say, and how should you say it? What needs to be in writing and what might need to be explained apart from what is written down? These topics will be covered in this third session.

**Session Leaders: Bruce Pauley New Canaan Tree Warden and owner of Pauley Tree & Lawn Care (retired) and Michael Schoeni, District Manager, SavATree**

**Price per Session: \$45 for members; \$55 for non-members**

**Special Series Price: \$100 for all three sessions, members only.**

**Non-members may join in order to take advantage of this special price.**

You may register using a credit card on-line by visiting the CTPA website: [www.CTPA.org](http://www.CTPA.org)

You may also register by check, by filling out the form below and mailing a check to:

**CTPA  
PO Box 1946  
Wallingford, CT 06492**

**REGISTRATION FORM**

**(for additional attendees, please make additional copies of this form)**

**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City, State Zip Code:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **e-mail address:** \_\_\_\_\_

**Please indicate:      Member \_\_\_\_      Non-Member \_\_\_\_**

**Which session(s) you will be attending (members \$45 each, non-members \$55 each):**

**Session 1 (October 8) \_\_\_\_    Session 2 (November 19) \_\_\_\_    Session 3 (December 3) \_\_\_\_**

**Special Price – All 3 Sessions for \$100 (members only) \_\_\_\_**

**Amount Enclosed:**

**Please make checks out payable to CTPA  
*Arborist ceu's are being requested.***