

Success in today's world doesn't come from doing "business as usual."
You're either moving forward or you're in danger of becoming obsolete.

THIS COURSE IS FOR **YOU** IF YOU'RE READY FOR THE CHALLENGE ...



STRATEGY DEVELOPMENT AND IMPLEMENTATION
PROBLEM-SOLVING TECHNIQUES
MANAGING CHANGE
MOTIVATION AND TEAM BUILDING
MEASURING EMPLOYEE PERFORMANCE
STAFF DEVELOPMENT
PROJECT MANAGEMENT

The Management &
Leadership Tour
Presents

Advanced Leadership Skills *for* Experienced Managers

Enroll online at
www.NationalSeminarsTraining.com
or call 1-800-258-7246

 **star12**[®]
Seminar Training And Rewards
See page 5.

You can't be a cutting-edge leader if your skills aren't

CUTTING EDGE.

Success in today's world doesn't come from doing "business as usual." You're either moving forward or you're in danger of becoming obsolete.

That's why exceptional managers are always refining and expanding their leadership skills. Now you have the incredible opportunity to join fellow exceptional leaders in your area at our most advanced management training course ever: *Advanced Leadership Skills for Experienced Managers*.

It's two days of world-class training guaranteed to provide you with the ingenuity and insight of today's most successful and dynamic business leaders.

Attend this highly advanced training event and you'll learn how to:

- Deliver unmatched results that get noticed!
- Make more effective business decisions more quickly
- Move from being a simple "role player" within your organization to a respected mover, shaker, and decision maker
- Deal with counterproductive employee attitudes quickly and decisively
- Empower employees to think and troubleshoot problems on their own

This innovative management workshop is packed with skills, tips, and techniques guaranteed to make you a more persuasive communicator and a more powerful leader. And you'll be learning it all in an energetic, fast-paced training environment that you won't soon forget!

Interactive training lets you practice these skills BEFORE you return to work!

You'll practice your new skills with hands-on exercises that make every point applicable to your job and give immediacy to your training. And be warned, you may also have your eyes opened to chinks in your "leadership armor" through lively roundtable discussions with your peers and the world-class executive trainer leading your class.

This is your opportunity to become more than just a manager. Will you let it slip away?

This training gives you the insights, resources, contacts, and connections you need to achieve your leadership goals. Attend and you'll become a more courageous and confident leader. The thousands of successful executives who we've taught these skills to before will attest to that!

Our Promise to You ... Your Satisfaction Is GUARANTEED

This advanced course offers the most insightful, practical, "best practice" tools and leadership techniques offered in any leadership training anywhere.

You can rest assured that the time you invest at this advanced course will pay for itself exponentially throughout your leadership career. In fact, we insist you're 100 percent satisfied with this training, or you won't pay a single cent. That's our pledge to you ... that's your guarantee of results!

15 Can't-miss strategies you'll learn at this workshop

1. Expand your influence within your organization
2. Lead your department through organizational change more easily and with less upheaval
3. Empower your staff to take on more responsibility
4. Start thinking "big picture" like top executives do
5. Challenge your staff in a positive way with higher expectations – and have them love you for it!
6. Build stronger relationships with upper management
7. Eliminate barriers that stifle creativity and hamper problem solving
8. Create a positive work atmosphere that increases productivity and locks up employee loyalty
9. Keep internal and external lines of communication open, honest, and clear
10. Know exactly when to be a coach, counselor, or mentor to your staff – and also when to lay down the law
11. Identify and implement processes that promote innovation and creativity
12. Better manage cultural- and age-diverse work teams
13. Recognize, groom, and motivate top performers and inspire others to achieve more
14. Build self-motivated work teams that will outperform all others in your organization
15. Eliminate your own behaviors that may be sabotaging your career

Leaders from top organizations count on National Seminars Group for results-focused training ...

"THE TRAINER WAS EXCEPTIONAL – LOTS OF ENERGY AND ENTHUSIASM. HE MADE THE TRAINING FUN."
— J. CARTER, TEAM LEADER

"THIS TRAINING OPENED MY EYES TO A NUMBER OF ISSUES. I'M CERTAIN IT WILL MAKE ME A BETTER LEADER."
— S. ROTHWELL, COO

"THIS TRAINING WILL HELP ME IMMEDIATELY AT WORK."
— J. HADLAND, VP OF SALES & MARKETING

"THE TRAINER DID A GREAT JOB OF CAPTIVATING HIS AUDIENCE ... IT WAS INTERESTING AND GAVE ME A WHOLE NEW PERSPECTIVE ABOUT MY ROLE."
— P. DUPREE, PURCHASING DEPARTMENT SUPERVISOR

"I LEARNED A LOT TODAY ... THE SPEAKER CLEARED UP MANY THINGS FOR ME."
— N. RENE, RESEARCH ADMINISTRATOR

U.S. Army Corps of Engineers • American Express • Blockbuster • U.S. Department of Justice • General Mills • Harvard University • Coca-Cola Enterprises • California Teachers Association • U.S. Coast Guard • Procter & Gamble • Johns Hopkins University • General Electric • Kraft Foods • Cedars Sinai Medical Center • Hilton Hotels • Giorgio Armani • Federal Reserve Bank • Walt Disney Imagineering • Microsoft Corporation • Pizza Hut • Verizon Wireless • U.S. Office of Personnel Management • And Many More!

1.800.258.7246

NationalSeminarsTraining.com

Your Comprehensive Agenda

WORKSHOP HOURS: 9 A.M. TO 4 P.M.
Registration begins at 8:30 a.m.

"THIS COURSE WAS GREAT. I KNOW THAT
IT WILL BENEFIT ME IN MY CAREER
AND THE ORGANIZATION
I WORK FOR."

— D. RAMON, INVENTORY MANAGER

Leadership and Influence

- The difference between managing and leading
- The components of good leadership
- Best practices of good leaders
- Harness the power of influence/persuasive communication
- Self-sabotaging behaviors that damage your leadership
- Nurture strong leadership at every level – within the ranks as well as in management – to increase productivity
- Create an atmosphere of trust and respect between yourself and employees and among employees
- Walk, talk, and breathe ethical behavior – and expect the same of your employees

Build a Positive Environment and Eliminate Negativity

- Foster open communication where every contribution counts
- Reduce employee absenteeism and turnover by creating a positive, pleasant work environment
- Overcome counterproductive attitudes and stop negativity from infecting the workplace
- Find out what employees want from you as a leader – and deliver

Continually Coach for Commitment

- Tap into employees' natural competitiveness – internal or external – to improve performance

- Be demanding without quashing morale
- Lead employees to their own performance solutions
- Criticize and correct without causing defensiveness
- Train employees with adult-learning techniques that will get your point across in half the time

Foster Creativity

- Open the communication pipeline and keep ideas flowing
- Identify practices that promote creativity and innovation
- Implement tools and techniques for generating ideas and solutions
- Practices and guidelines for creating an innovative work environment
- Spot opportunities and generate solutions
- Turn problems into opportunities for growth
- Work around roadblocks that stifle creativity and bruise morale
- Reward those who think outside the box

Critical Thinking, Decision Making, and Project Management Tools

- Formulate vital questions and answers
- Use abstract ideas to interpret information effectively
- Test conclusions against relevant criteria and standards

- Use Pareto Analysis, Paired Comparison, Grid Analysis, Decision Trees, PMI, Force-Field Analysis, Thinking Hats, and Cost/Benefit Analysis to make effective decisions
- Use critical thinking and decision-making techniques to set your business priorities
- Use Gantt Charts, Critical Path Analysis, PERT Charts, The Planning Cycle, Stakeholder Analysis, and Stakeholder Management to make managing even the most complex projects easier

Strategic Planning

- Move from operational to strategic management
- Develop a strategic plan to serve as a framework for business decisions or for securing support/approval
- Use your strategic plan to explain the business to others in order to inform, motivate, and involve
- Use your strategic plan to assist benchmarking and performance monitoring
- See how the strategic plan can stimulate change and become a building block for the next plan

Manage Change

- Assess your department's readiness for change
- Work with upper management to ensure success of the plan for change

- Manage the emotional and intellectual challenges of change
- Positively move employees from fear to commitment
- Assess results achieved from change

New Challenges for Today's Managers

Build Top Employees

- How to recognize, groom, motivate, and maintain your top performers
- Mentor without creating resentment among the ranks
- Manage an age-diverse work force, building top performers of all ages

Manage a Multicultural Workplace

- How culture impacts everyday business interactions
- Manage culture-related conflict
- Handle communication breakdowns and misinterpretations
- How cultures vary regarding employee-manager interactions, time management, teamwork, decision making, and more

Manage Organizational Culture Subculture

- Overcome your organization's cultural norms that might be hindering creativity and productivity
- Explore the assumptions that impact your thinking and your team's thinking



**Unlimited Training.
Endless Opportunity.
STAR12.**

It's no wonder that STAR12 is taking the business world by storm!

After all, for one low annual fee, STAR12 members get unlimited access to every seminar we offer. That's pretty amazing.

On top of that, though, STAR12 members also get unlimited access to the exclusive STAR12 collection of online learning resources. That means you get unlimited access to incredible resources 24/7.

Unlimited answers to your business questions: Endless opportunity for amazing career growth!

Join STAR12 Today!
www.natsem.com/STAR12

Become a STAR12 member today for only \$599*, which allows you to attend *Advanced Leadership Skills for Experienced Managers* – or any other seminar in the STAR12 learning collection – for FREE! Call 1-800-258-7246.

*\$599 entitles you to a Gold-level individual STAR12 membership.



Give your entire management team this advanced training and watch your organization **THRIVE**

Every successful company has one thing in common: a strong, dynamic management group that thinks strategically, anticipates and overcomes the toughest challenges, and leads their people with confidence.

Could your management team benefit from advanced management training like the kind found in *Advanced Leadership Skills for Experienced Managers*? We can bring this training to your entire management team at a place and time of your choosing through our on-site training option.

Building team morale, focusing team goals, and strengthening team communication are just three of the many benefits that successful companies have seen after bringing this training on-site. We'll even tailor the training to meet your organization's unique goals and needs, providing you the most outstanding ROI for your training dollar.

Learn more by calling 1-800-344-4613 or visiting us on the Web at www.NationalSeminarsTraining.com and click on the "On-Site" tab. We guarantee that it will be the most rewarding thing you do all day!

FEATURED RESOURCES FROM OUR EXPERTS

Want help with your toughest coworkers?

Working with difficult, demanding people can take its toll on everyone. If your stress level is on overdrive, take a break with these can't-miss resources. Each power-packed resource is guaranteed to make working with the toughest crowd easier than ever before. Order your set today for solutions and tips you can use immediately.

The Difficult People Collection Includes:
How to Communicate With Power, Diplomacy, and Tact – 6 Audio CDs
Building Relationships – 6 Audio CDs
Crossing the Generational Divide – Book

Item No. AMSN21109 ... Retail Price: \$206
Your Price: \$172



To Enroll ...



Register online at
www.NationalSeminarsTraining.com



Call toll-free
 1-800-258-7246



Fax the completed registration
 form to 1-913-432-0824



Or mail the registration form to:
National Seminars Group
 P.O. Box 419107
 Kansas City, MO 64141-6107

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE! **Check-in** begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellation: If you cannot attend, you may send a substitute or receive a credit memo toward a future workshop. If you cancel your registration up to five business days before the workshop, your registration fee will be refunded less a \$10 enrollment charge.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions.

CNE: Rockhurst University Continuing Education Center, Inc. is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Tax Deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax-deductible. Please contact your accountant for complete details.

FED ID #43-1576558

Registration Information

1. Enrollment Fees

Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 memberships.

Join STAR12 – Gold Membership* \$599
STAR12 Members Attend This Event for FREE!

*\$599 qualifies you for a Gold-level STAR12 membership and entitles you to a full year of unlimited FREE access to every seminar in the STAR12 learning collection. Your membership will be activated upon receipt of your membership dues. For more information, visit www.natsem.com/STAR12.

2. Names of Attendees (Please Print)

(Please list additional registrations on a separate sheet and attach.)

1. Mr./Ms. _____ Title _____
 E-mail Address _____
 City/Event # _____

2. Mr./Ms. _____ Title _____
 E-mail Address _____
 City/Event # _____

Please send me ___ copies of *The Difficult People Collection* (Item No. AMSN21109) at \$172 each. Add 7% or applicable sales tax to your product payment. Shipping fees are \$6 for first item; \$1.50 for each additional item; express extra. Method of payment is indicated in step 4.

3. Company Information (Please Print)

*Phone required in case of last-minute changes.

Organization _____
 Address _____ Mail Stop _____
 City _____ State _____ ZIP _____
 Approving Supervisor: Mr./Ms. _____
 Title _____
 E-mail Address _____
 *Phone _____
 **Fax _____
 Sign here _____

**This fax number will be used to send confirmation of your registration as well as to notify you and your organization of upcoming events in your area and provide you and your organization with special discount offers. By signing, you and your organization are giving permission for RUCCEC to use your fax number for these purposes.

4. Method of Payment

If you have registered by phone, please record your confirmation number here:

Check payable to National Seminars Group is enclosed
 Charge to: MasterCard VISA American Express Discover Diners Club
 Card No. _____ Exp. Date _____
 Signature _____

Bill my organization; Attn: _____
 (Note: Full registration fee due and payable prior to start of workshop)
 Our purchase order is attached (government, educational, and health-care organizations only)

5. Important: Your VIP Customer Number

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Fill in your VIP Customer Number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

SD, CT, and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: _____ and attach a copy of your tax-exempt certificate.



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