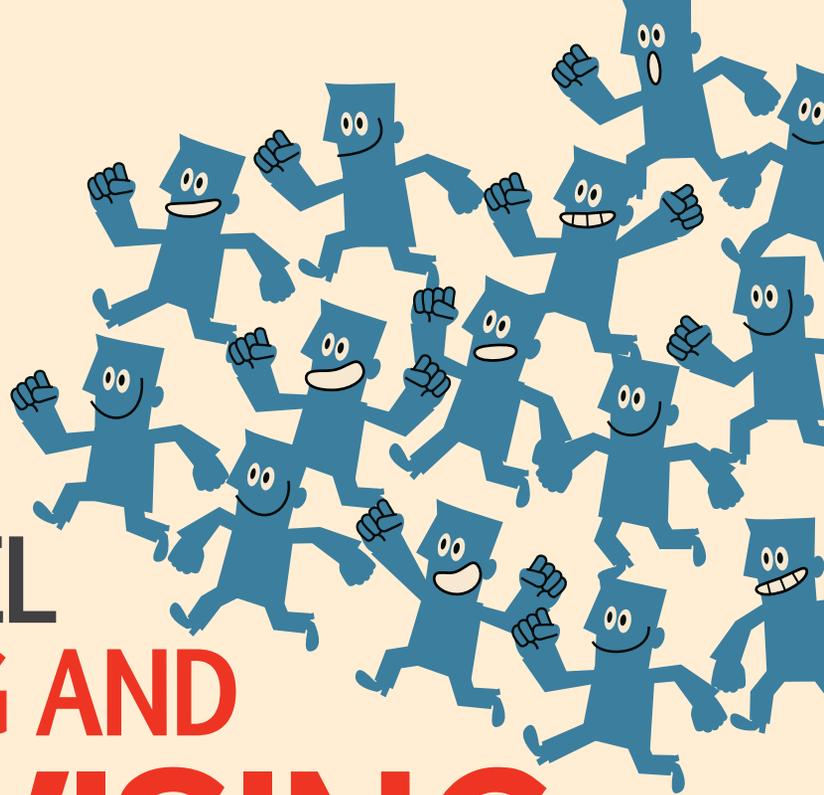




Presented by:  
**SkillPath**  
SEMINARS

Gain the **latest and best techniques** for effectively managing and supervising people



# HOW TO EXCEL AT **MANAGING AND** **SUPERVISING** **PEOPLE**

Learn the vital skills you need to successfully handle all your supervisory challenges ... taught exclusively in this hands-on two-day workshop

Whether you're new to the job or well-established, you'll take home dozens of fresh ideas, imaginative solutions and best practices you can use the very next day.

## YOU'LL LEARN TO:

- Speak ... write ... communicate—clearly and tactfully
- Get organized and become an efficiency pro
- Make the skills of today's best supervisors second nature
- Deal quickly and professionally with every performance problem
- Give criticism in a way that creates positive behavior—not resentment
- Use your inner creativity to become a standout at problem solving
- Capitalize on your inner strengths to build an unstoppable team

And that's just the tip of the iceberg.  
See inside for complete details.

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**We're  
coming  
to your  
area ...**



# Do you need this course?

- » Has your career reached the point where knowledge of the latest strategies is critical to your success?
- » Do you rely on traditional ways of handling problems because you haven't had the opportunity to learn new approaches?
- » Are you busy 24/7 with no time to stop and think about how you could be even more effective?
- » Do you feel like you're operating in the dark when it comes to dealing with some of the unfamiliar issues that arise in today's changing workplace?
- » Do you ever think "there must be a better way"?

If you answered "Yes" to even one of the above questions, this workshop will be one of the best investments of time and money you'll ever make—hands down.

Enroll today by calling  
**1-800-873-7545**  
or online at  
[www.skillpath.com](http://www.skillpath.com)



## YOUR SATISFACTION GUARANTEED!

Your complete satisfaction is important to us. If you're dissatisfied for any reason, let us know right away—we'll issue you a refund or arrange for you to attend another SkillPath program. It's that simple.

## This workshop's for you if you need the latest information out there on how to . . .

- Project the image of a strong, confident and capable role model to employees
- Think and perform like a leader and enjoy the amazing results that follow
- Adapt your leadership style so you can better coach, discipline and motivate your people to succeed
- Accomplish more of the things you want each day without burning the midnight oil
- Act promptly and appropriately to correct problem personalities who can make life miserable
- Demonstrate in a positive way to employees how change can work for—not against—them
- Keep your team on track, heading toward the same goal and achieving the objectives important to your company
- Gain a fresh perspective on motivating your employees so they're virtually unstoppable
- Get credit for all your good work by learning how to position yourself and your accomplishments

## AND HERE ARE EVEN MORE GREAT REASONS TO ATTEND:

- » **Step back, catch your breath and focus**  
on your career in a unique environment where your professional growth will be nothing short of phenomenal.
- » **Unleash your creative side**  
in stimulating discussions and idea-generating sessions that take problem solving to a whole new level.
- » **Get involved**  
in hands-on exercises and practice sessions where you can try out new skills in a "we're in this together" environment.
- » **Get up to speed**  
on crucial legal, management and motivation information you and your organization simply can't afford to be without.

# Get what you need to succeed: Innovative ideas and fresh new approaches to supervisory success

So much is expected of supervisors today as they step forward and take on the challenges of leadership

**W**e don't have to tell you how demanding, fraught with uncertainty and just plain hard your job can be. Every day you wake up to myriad management responsibilities to carry out, issues to keep up on and problems to take care of.

Of course, you're expected to be able to do it all flawlessly ... from managing change to finding new solutions to stubborn problems to supervising a workplace of diverse employees and more. That's a tall order for any supervisor, because today's work world is changing at warp speed. In the blink of an eye, the solutions you relied on yesterday can become outdated and useless.

## Here's the bottom line:

To succeed in your expanding role, you've got to get in tune with the times ... and keep one step ahead of the changes. That means continually updating your skills and seeking out all the freshest ideas, latest strategies and cutting-edge techniques you can get your hands on.

That's where this intensive, hands-on workshop comes in. In just two days, you'll get the most up-to-the-minute information and exciting discoveries available on how to manage change, motivate, discipline, delegate, inspire, problem solve ... all the critical skills you need to succeed as a supervisor.

## Become a more effective, more successful supervisor—in just two days . . .

Have you ever felt like you're stuck in a supervisory rut? That there's no free time to seek new ways of approaching your duties? Do you wish you knew how other supervisors handle the same puzzling problems you face? Then this energetic workshop's for you.

It provides a rare opportunity to step back ... polish your skills ... and renew your energy and commitment to supervisory excellence. If you want to zero in on the key areas of improvement needed to boost performance, productivity and the bottom line, this is the place.

In just two days, you'll gain skills that will give you a tremendous edge in your job now and throughout your professional future, like how to:

- Communicate like a leader
- Handle sensitive employee situations with diplomacy
- Inspire people to try harder—and succeed
- Stop negativity from spreading
- Deal with know-it-alls, foot-draggers ... every problem employee
- Make better decisions about time management to get more done

If you're new to the job, this upbeat workshop will break you in fast. If you're experienced, it will help you polish your skills to get even better. Every supervisor will walk away with an arsenal of up-to-the-minute information, bold strategies and proven-to-work approaches. You'll feel motivated, energized and prepared to tackle any tough situation that comes your way.

Don't miss this opportunity to spend two full days focused on *your job* and *your unique problems* ... each day packed with ways to guarantee your success in your ever-expanding role as supervisor and leader.



### On-site training and keynote speaking ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call **1-800-873-7545** and ask for the on-site training department.

# WORKSHOP OUTLINE

## DAY ONE

### Add leadership to your repertoire of skills

- Your leadership style: What's good about it? What needs work?
- Firsthand advice on becoming a role model *everyone* looks up to
- How to give direction (not orders) so others jump into action
- Moving from the details to the big picture—a leadership must
- Serious about getting more done? It's simple—delegate!
- Boss vs. buddy: Which are *you* to employees?
- What great leaders do to get people to follow
- Use the power of assertiveness to open lines of communication and get things done

### Wear all your supervisory hats successfully

- Avoid the 5 things that can derail even experienced supervisors
- Telecommuting, job sharing, flextime: What the books *won't* tell you about managing *today's* employees
- How to communicate the benefits of technology—rather than dwell on the problems
- Close the generation gap! How to get Boomers, Gen Xers—everyone—to work together
- Are you a leader still trapped in a boss's mentality?
- Becoming a diversity champion—here's where it all begins

### Positive ways to inspire, guide and lead

- Steps to conducting performance evaluations that improve behavior and morale
- Know which buttons to push to get employees to give their *all*
- Why supervisors often fail when giving criticism
- What's personality got to do with performance? Plenty!
- The hidden reasons behind why employees do what they do—performance problems solved!
- Ways bosses actually *discourage* employees from working harder
- Discover what employees need and expect from you

### Manage unwanted behaviors and attitudes

- Dealing appropriately with drugs, alcohol and other sticky personnel issues
- 6 ways to get problem employees to change
- Stop butting heads with employees who challenge you, know everything or dominate
- Transforming “can't do” attitudes to “can do”
- Lighting a fire under the employee who's nice—but lazy
- The rules of managing people are changing—what you need to know and do now
- Zap negativity ... before it spreads out of control

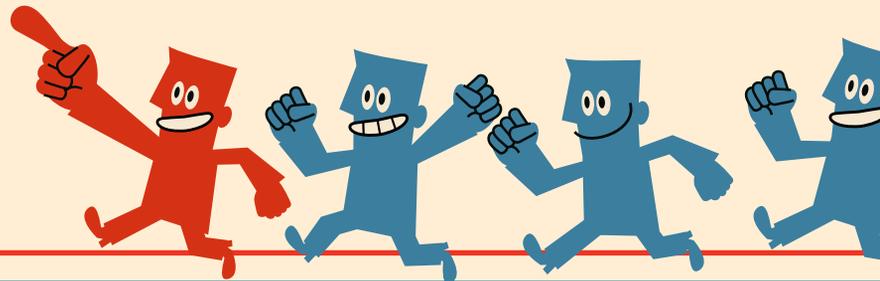
### Take command of the creative process

- Good-bye status quo: How to make new ideas part of every employee's job description
- Stuck on a stubborn problem? Innovative ways to find a quick solution
- Does your work environment encourage—or squelch—innovation?
- How to fit “dream space” into your employees' workday
- How to train your brain to think in new and profitable ways
- Beyond the suggestion box—idea-generating tactics that work like magic

## DAY TWO

### Communicate like a leader

- Business writing tips you can use now to make sure your memos and email messages get your point across
- Become aware of credibility-robbing speech habits—and eliminate them
- Deliver bad news, say “No,” turn down requests—with tact
- Develop radar that instantly detects when people misunderstand you
- Listening how-to's that make it easy to connect with others
- Communication traits employees look for and admire in a leader
- Ever get the feeling your feedback goes in one ear and out the other? Here's the solution



**Continuing Education Credit:** SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance. This course qualifies for 12 contact hours.



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## Recruit, hire and develop great employees

- Money's the secret to getting good employees to stay—*wrong!*
- Interviewing strategies for avoiding bad hires that cost time and money
- Inside the exit interview: The real reasons why employees move on
- The pros and cons of making counteroffers when employees resign
- Recruiting and hiring the best—an expertise supervisors can and *must* develop

## Coach employees through change and transition

- Positive ways to present change to employees—and relieve anxiety
- Your best options when employees don't see change the way you do
- Poorly managed organizational change: Do you recognize the telltale clues?
- Kid-glove techniques for helping employees see opportunity—not threat—in change
- Put yourself in their shoes: 7 hard facts about how employees really feel about change

## Essential supervisory tools to master now

- How to define and organize priorities and accomplish more than ever
- What to do to detect—and stop—employees who are fooling around on the Web and with email
- Self-management habits the most successful supervisors practice daily
- Maximizing the Internet ... a supervisor's best friend
- Managing deadlines, time, projects and priorities: Why make it harder than it has to be?

## Plan your professional future

- Smart tips for attracting the favorable attention from higher-ups that you deserve
- What drives today's most successful supervisors? The answers revealed
- Questions to ask yourself to put your job ... your career ... your future into focus
- Got the blahs? How to get—and stay—motivated on the road to supervisory success

**WORKSHOP HOURS:** 9 a.m. to 4 p.m. both days

## IT'S EASY TO ENROLL!

**Online:** Enroll online at [www.skillpath.com](http://www.skillpath.com)

**By Phone:** **1-800-873-7545**

**By Email:** [enroll@skillpath.com](mailto:enroll@skillpath.com)  
*Please include: Name and mailing address, session you wish to attend, your VIP number as it appears on your mailing label, approving manager and billing information*

**By Mail or Fax:** SkillPath Seminars, P.O. Box 804441  
Kansas City, MO 64180-4441  
**Fax: 1-913-362-4241**

**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$25 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.



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SEMINARS

Gain the latest and  
*best techniques*  
for effectively managing  
and supervising people



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