

MANAGEMENT & LEADERSHIP SKILLS FOR FIRST-TIME SUPERVISORS & MANAGERS

***Congratulations on your new promotion.
Now comes the hard work ...***

There's nothing tougher than your first job in management. No matter how well prepared you may think you are, management is never what you're expecting. And that's why you need this intensive two-day immersion course on critical leadership skills and techniques.

YOU'LL LEARN ABOUT:

- ➔ Leadership issues all new managers face—and how to overcome them
 - ➔ Finding and developing your personal leadership style
 - ➔ Understanding your role in team performance and how to maximize it
 - ➔ The basics of hiring, discipline and firing
 - ➔ How to communicate like a pro
 - ➔ Going from peer to supervisor and the problems that come along
 - ➔ Delegating effectively to get more done
- And much, much more!

You can learn these skills through trial and error, wasting a lot of time and giving yourself more than your fair share of bruises along the way, or you can master management the quick and effective way, through this proven training.

Your first management position can be intimidating— don't let it overwhelm you.

You're in deep, almost over your head. It's your first supervisory position, and you don't want to blow it, but it turns out there's a lot more to management than just telling people what to do.

Suddenly, you're responsible for staffing, training, delegation, conflict mediation and a dozen other things. It can be overwhelming, but failure is not an option. You need real management skills, and you need them fast.

This leaves you with two alternatives: Learning through the long and painful process of trial and error or mastering management the quick and effective way, through proven training.

If you would rather learn in a **risk-free environment** where you can ask questions, network and practice your new skills, then this two-day course is for you. Instead of just a dry lecture, this course is jam-packed with interactive discussions; exercises; and guaranteed fun, excitement and laughter—plus all the information you need to be a successful manager.



The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

Enroll online at
NationalSeminarsTraining.com/MNS2
or call **1-800-258-7246**

"This training was very valuable and informative."

—A. Nies

"I loved the interactive nature of the seminar."

—A. Johnson

"Excellent content, the trainer was wonderful and used many examples we could understand."

—L. Dorry

Unlimited Seminars, Webinars and On-Demand Content ... With the STAR12 Professional Edition

For one low annual fee, STAR12 gives you unlimited access to the most comprehensive collection of seminar training and online learning resources in North America. Give yourself the edge you need to achieve your dream career. Join STAR12 today! Sign up today at joinSTAR12.com or call **1-800-258-7246**.

Why choose live seminar training?

When you attend a live seminar, you have the opportunity to completely focus on the topic at hand—without outside distractions and with the ability to drill down to what really matters. Our trainers are experts with actual experience, which provides you with the unique opportunity to ask specific questions and get real, practical advice about the scenarios you encounter every day. Plus, live seminars are an incredible networking opportunity to meet other local professionals! There are lots of ways to learn in today's world—but nothing compares to the live seminar experience.

30 Years of Training and Development

Each year over 122,000 associates and over 46,000 managers turn to NST for solutions to the challenges they face. In the past 10 years, NST has partnered with over 8,000 organizations to deliver tailored team and corporate training solutions.

Every course offered by NST is developed by a team of experts with decades of real-world experience. So you can count on getting relevant information and career-building skills from a trainer who knows what's going on in today's world.

JOIN PEERS FROM ...

Wells Fargo • Microsoft • Aetna
• Federal Reserve Bank • Stanford University • FedEx • McGraw-Hill
• Allstate • New Balance Athletic Shoe, Inc. • Shelter Insurance
• Tyson Foods • John Deere
• Alcatel-Lucent Technologies
• Bristol-Myers Squibb • Blue Cross Blue Shield • Hewlett-Packard
• Schnuck Markets • Moen, Inc.
• MetLife • Farm Bureau Insurance
• LexisNexis • Liberty Mutual • Sallie Mae • Merck • 3M • Commerce Bank • Citibank • Honeywell • Pella Corporation • Walgreens • Time Warner • Sears • Webster University
• And thousands more!

“I was able to obtain steps to learn characteristics of being successful in leading my team.”

—B. Ajo

“Time flew! The information was great! I got some great ideas.”

—S. Barber

“This training will help me become a better supervisor.”

—K. Young

Your satisfaction is 100% guaranteed!

Time is money, and we won't waste yours! *Management & Leadership Skills for First-time Supervisors & Managers* is packed with tips, techniques and ideas that will help you handle your job confidently and professionally. We're so certain you'll be amazed with the results you'll see from this powerful seminar that we guarantee it 100%. If you're not completely satisfied with the return on your investment, we'll refund every penny of your enrollment fee. **GUARANTEED!**



Your Course Agenda

Registration begins at 8:15 a.m. on Day 1

Workshop hours: 9 a.m. to 4 p.m. each day

Leadership Fundamentals and Issues All New Managers Face

- Crucial differences between being a leader and “being the boss”
- The challenges facing leadership today
- How to acquire a supervisor’s mindset and image
- The emotional requirements of being a supervisor: Have you got what it takes?
- Can you be friendly with your staff and still maintain respect and compliance?
- Tips for avoiding the problems that come from supervising friends and former co-workers
- The most common mistakes new supervisors make and how to avoid them

Developing Your Personal Leadership Strengths

- How to build on the leadership strengths you’ve identified and shore up your weaknesses
- Why your people skills will be the #1 driver of your success as a leader
- Adopting the success habits that effective leaders swear by
- How-to’s for establishing your credibility as a leader—fast!
- The 7 classic principles of influence ... and how and when to use them to your advantage
- What are the keys to results? Focusing your efforts on that which makes the greatest impact

Building a Highly Motivated, High-performance Team

- Recognizing the crucial role you play in driving your team’s effectiveness
- Keys to making every team member feel valued and important
- Building relationships that enhance cooperation among team members
- How to ignite enthusiasm and gain buy-in for accomplishing goals
- Understanding the basic things that motivate today’s workers: You may be surprised
- Creative ideas for keeping your team motivated even if you don’t have an extra dime in the budget
- Proven morale-boosters for employees nearing burnout

The Mechanics of the Manager’s Job

- Proven tips for recruiting top-notch employees
- Dos and don’ts for effective interviewing
- How to help new employees hit the ground running and succeed on the job
- Techniques for addressing poor performance so that positive change results
- Strategies for curbing absenteeism, tardiness and rule breaking
- When firing seems imminent: Key legal considerations you must understand

Communication Techniques Every Manager Should Know

- Why developing your communication skills is essential to management success
- Your role in keeping lines of communication open at all times
- Words and phrases that can destroy your credibility and authority—and what to say instead
- The secret to giving crystal clear directions that are understood the first time
- Active listening techniques that ensure you’ll hear what’s really being said
- Pointers for speaking more powerfully and confidently in meetings

How to Turn Around Difficult Employees and Eliminate Problem Behaviors

- Tips for turning chronic complainers into satisfied employees
- Tools for combating a variety of attitude problems
- The best approach for dealing with argumentative and combative people
- What’s your role in settling disagreements among employees?
- How-to’s for a professional, productive employee confrontation
- Proven techniques for appearing calm and in control when you’re feeling anything but



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarTraining.com/CorporateTraining or contact a training specialist at **1-800-344-4613**.

Managing Your Time, Priorities and Projects

- Tips for saving tons of time using email, voice mail and fax
- Prioritizing techniques that save the day when everything on your desk is “urgent”
- Increase your “Planagement Quotient” and watch difficult tasks disappear
- Why failing to delegate is a big, big mistake for managers
- A super time- and effort-saver: Learn how to say “no” in a professional manner
- Guidelines for tracking projects so nothing falls through the cracks

The Leader’s Role in Making Change Happen

- Understanding why people often instinctively resist change
- Top reasons why organizational change often fails
- Important considerations to address before introducing any change

- The keys to overcoming employee resistance to change
- How to project confidence that inspires your people during change or transition
- What you must do as a leader when your people flatly refuse to embrace critical changes

Career Mapping: Preparing Yourself for the Next Level

- Fine-tuning your skills: Why continuous learning is crucial to your ongoing success
- What’s most important to you? Incorporating core beliefs into your career path
- Traits upper management looks for when deciding whom to promote
- Tips for “tooting your own horn” so your accomplishments are recognized
- Understanding how to play the game when you need to

IT’S EASY TO ENROLL!



Register online at
NationalSeminarsTraining.com/MNS2



Call toll-free **1-800-258-7246**

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 three enroll from your organization, a fourth may attend for FREE! Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

STAR12 Professional Edition—only \$499*: STAR12 entitles you to unlimited access to all NST seminars (retail priced \$399 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

**Plus tax where applicable*

Check-in begins at 8:15 a.m. on Day 1. The workshop schedule is 9 a.m. to 4 p.m. each day. Lunch is on your own.

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.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. You may also call us at 1-800-258-7246 for additional assistance.

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.



National Seminars Training

6900 Squibb Road • P.O. Box 2768 • Mission, KS 66201-2768

a division of the Graceland College Center for Professional Development and Lifelong Learning, Inc.

Need to correct name, title or address? Did you receive duplicate brochures or want to be removed from our list? Please fax the mailing label with corrections to 1-877-270-6185 or mail to us at 6900 Squibb Road, P.O. Box 2768, Mission, KS 66201-2768, Attention: List. Allow 15 weeks for processing.

NONPROFIT ORG.
U.S. POSTAGE
PAID
Graceland College Center
for Professional Development
and Lifelong Learning, Inc.

Time-Sensitive Material

MNS2 #06171 A

Printed in the USA



MANAGEMENT & LEADERSHIP SKILLS FOR FIRST-TIME SUPERVISORS & MANAGERS

*Congratulations on your new promotion.
Now comes the hard work ...*

There's nothing tougher than your first job in management. No matter how well prepared you may think you are, management is never what you're expecting. And that's why you need this intensive two-day immersion course on critical leadership skills and techniques.

1-800-258-7246 | NationalSeminarsTraining.com/MNS2