

TWO INTENSIVE DAYS OF POWERFUL LEADERSHIP TRAINING

MANAGEMENT & LEADERSHIP & SKILLS

FOR FIRST-TIME
SUPERVISORS
& MANAGERS

Don't miss this high-powered training session where you'll spend two intensive days immersed in the critical skills and techniques that will make all the difference to your success as a leader!

- Strengthen your coaching and team-building skills
- Discover how-to's for dealing with difficult and nonperforming employees
- Understand what you can do to motivate employees ... and what simply doesn't work
- Learn how to handle pressure, crises, and critical leadership challenges with complete confidence
- Develop communication skills that help you really get through to employees, peers, and higher-ups
- Polish your unique leadership style to enhance your credibility and garner more respect
- Be more effective managing projects, objectives, and timelines



Don't miss this important career-enhancing opportunity. Enroll online at www.NationalSeminarsTraining.com or call 1-800-258-7246.

Can you afford to learn supervisory skills through trial and error?

Dear Colleague:

Welcome to the toughest job on the planet! You don't need a management guru to tell you what a difficult challenge it is to be a supervisor today, because you're living it.

Years ago when I entered management, there was little practical training available for new supervisors. Oh sure, there were shelves full of books on the topic, but who had time to wade through them? There was just too much to do!

Getting peak results from others hasn't gotten any easier over the years. In fact, it's become much more difficult because of new challenges like ever-changing technology, an increasingly diverse workforce, and the push to accomplish more with fewer resources. It's unbelievable just how much a supervisor has to know today to get the job done right – and to get ahead.

That's why we've developed *Management & Leadership Skills for First-Time Supervisors & Managers*, an intensive two-day workshop that covers the key skill areas that new supervisors like you need to get greater results from others. You'll get up to speed fast in all the management essentials, including ...

“Getting peak results from others hasn't gotten any easier ... In fact, it's become much more difficult because of new challenges like ever-changing technology, an increasingly diverse workforce, and the push to accomplish more with fewer resources.”

- How to motivate employees to give 110%
- Powerful techniques for combating attitude problems
- Strategies for building a cohesive, high-performance team
- How-to's for conducting performance appraisals
- Methods for curbing absenteeism, tardiness, and unwanted behaviors
- Keys to implementing change employees will embrace
- How to position yourself for the next move up

We've packed this workshop with leadership tools you'll use for years to come. The format is highly interactive, which means you'll practice your new-found leadership skills, discuss shared challenges with other new supervisors, and take part in insightful exercises designed to build your supervisory skills fast.

Ask yourself honestly: Can you really afford to learn management skills by stumbling along through trial and error? Invest just two days to train with us, and you'll return to work with the solid skills and proven solutions you need to become a strong, confident leader that people want to follow – guaranteed.

I personally stand behind this workshop with great confidence because I've experienced the value of the tools, techniques, and insights you'll gain. Call 1-800-258-7246 to reserve your space today in the *Management & Leadership Skills for First-Time Supervisors & Managers* workshop.

Sincerely,



Mark R. Truitt
Executive Director
Rockhurst University Continuing Education Center, Inc.

* P.S. When we say “guaranteed,” we mean it. This two-day course is entirely risk-free – if you're not satisfied with the comprehensive training you receive, we'll refund your investment in full. I am that confident that this course will deliver the powerful results you need!

25 | immediate ways you'll benefit from this comprehensive course

1. Deliver constructive feedback in a way that produces positive change, not resentment or anger.
2. Motivate your people to give 110 percent without spending an extra dime.
3. Gain proven strategies for curbing absenteeism and tardiness.
4. Turn chronic complainers into satisfied, productive employees.
5. Build on your unique strengths to develop a confident, professional leadership style.
6. Supervise friends and former coworkers without hassles or stress.
7. Save hours every week by avoiding classic time-wasters that wreck a supervisor's schedule.
8. Give crystal clear instructions that employees will understand – the first time.
9. Handle employee confrontations in a calm and professional manner.
10. Maintain respect and compliance for rules while still being friendly with staff.
11. Establish your credibility quickly and earn the respect of those up and down the ladder.
12. Conduct effective performance appraisals that result in improved employee performance.
13. Win employees – and bosses! – over to your way of thinking.
14. Weed out shirkers during job interviews using proven techniques.
15. Understand why good employees quit – and what you can do to help significantly reduce turnover.
16. Implement needed changes in a way that employees will embrace.
17. Combat a variety of attitude problems without breaking a sweat.
18. Speak up powerfully and confidently in meetings.
19. Use active-listening techniques to really hear what employees are trying to tell you.
20. Develop a Personal Action Plan for 1 year and 5 years, and pave the way to career success!
21. Increase your visibility within your organization so your promotability is recognized.
22. Create a work environment where employees feel free to express ideas.
23. Resolve conflicts and disagreements without letting them escalate out of control.
24. Build a high-performance team that's the envy of your organization.
25. Become a respected leader whom employees are eager to work with.

For fast, easy registration, call 1-800-258-7246.

Participants Give Rave Reviews for Previous Seminars ...

“Very good seminar for team leaders ... excellent exercises and on-target content.”

– H. Ahmad, Manager, Apartment Life

“I cannot imagine how difficult it would be to succeed without this valuable tool.”

– K. Barth, Operations Supervisor, MX, Inc.

“More managers – even those with experience! – need to participate in this workshop.”

– M. McAlexander, Instructor, COF Training Services

“You'll learn how to manage 'yourself,' not just manage people.”

– E. Grover, Residence Manager, Yates ARC

Group Discount: When 3 enroll from your organization, a 4th attends absolutely FREE!

Your Comprehensive 2-Day Workshop Agenda

A 9-Point Plan of Intensive Instruction in Key Management and Leadership Skill Sets

1 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 mind-set 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 coworkers
- Most common mistakes new supervisors make and how to avoid them

2 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

3 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

4 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

5 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

6 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 between employees?
- How-to’s for a professional, productive employee confrontation
- Proven techniques for appearing calm and in control when you’re feeling anything but

7 Managing Your Time, Priorities, and Projects

- Tips for saving tons of time using e-mail, 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

8 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

9 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 who to promote
- Tips for “tooting your own horn” so your accomplishments are recognized
- Understanding how to “play the game” when you need to



Buy Into a
Bright Future

For less than you’d
think ... with STAR12

Keeping your skills up-to-date is the best way to ensure a bright career. STAR12 can help.

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. In fact, if you join STAR12 today, you’ll get a jump-start on the success you deserve by attending *Management & Leadership Skills for First-Time Supervisors & Managers* absolutely FREE!

Give yourself the edge you need to achieve your dream career. Join STAR12 today!

Learn more about STAR12:
www.natsem.com/STAR12

Become a STAR12 member today for only \$599*, which allows you to attend *Management & Leadership Skills for First-Time Supervisors & 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.

BRING THIS TRAINING TO YOUR ORGANIZATION



ON-SITE TRAINING SERVICES: WORLD-CLASS TRAINING. GUARANTEED RESULTS.

After this workshop, who will offer the support, guidance, and assistance your newly trained supervisors will need?

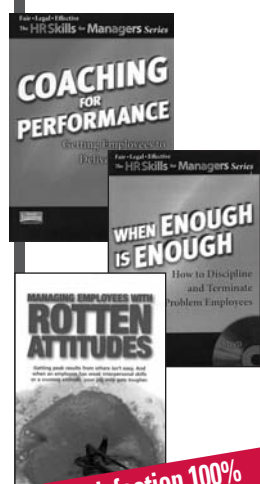
If you want a 24-karat return on your training investment, do what successful organizations do – bring this seminar on-site!

When and where it's convenient for you, we'll train all the new members of your management team at the same time! They'll learn the potent skills we've described, then back at work – as they apply what they've learned – they can mentor each other ... learn from each others' mistakes ... and work together to achieve exceptional results for your organization!

What's more, we can customize this program to your supervisors' real-world challenges – whether they are specific to your industry, your workforce, or your performance goals.

Call 1-800-344-4613 for more information, e-mail us at onsite@ruceci.com, or visit us on the Web at www.NationalSeminarsTraining.com.

Become an Expert Today With These Resources ...

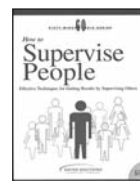


The Essentials of Supervision Package

Gain the necessary skills to become a great supervisor or manager with the **Essentials of Supervision Package**. Learn how to become the successful supervisor you have always dreamed of becoming.

The package includes:

- **Coaching for Performance: Getting Employees to Deliver Their Best** – 1 DVD with PDF job aids
- **When Enough Is Enough: How to Discipline and Terminate Problem Employees** – 1 DVD with PDF job aids
- **Managing Employees With Rotten Attitudes** – 1 DVD



Plus, as a FREE Bonus, receive **How to Supervise People** (Audio CD)

Item No. MNS20110 ... Retail Price: \$308
Your Price: \$199 (You save \$109!)

Satisfaction 100% Guaranteed!

To order, call 1-800-258-7246 or see order form on page 7.

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 FORM

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 Essentials of Supervision Package** (Item No. MNS20110) at \$199 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. _____

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.

Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

WORKSHOP SCHEDULE



NATIONAL SEMINARS GROUP

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A Division of Rockhurst University Continuing Education Center, Inc.

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Time-Sensitive Material



This program is part of the STAR12 learning network. Learn more on page 5.

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