

Enhance your professional image
every time you speak

AN ESSENTIAL ONE-DAY WORKSHOP

COMMUNICATING With **TACT** and **SKILL**

FOR MANAGERS AND SUPERVISORS

A one-day workshop that delivers proven, powerful skills to improve communication on the job!

Gain the critical communication skills guaranteed to build career success!

- Finesse – the skill you need to successfully deal with all types of people in all types of situations
- Express your ideas using a communication style that convinces even hard-to-persuade, hard-to-impress co-workers
- Exercise targeted listening skills to gain information critical to your career
- Communicate confidently and capably in group settings ... even when it's spontaneous
- Surefire credibility-boosters that project the image of confidence
- Diplomatic techniques to deal with tough situations

**Enroll online at www.NationalSeminarTraining.com
or call 1-800-258-7246 today.**

Presented by National Seminars Group,
a division of Rockhurst University Continuing Education Center, Inc.

What skill is the most critical for your career success?

COMMUNICATION!

You can have all the know-how to do your job. But without excellent communication skills, there's a roadblock ahead in your career.

Contrary to popular belief, excellence in communication is not a talent that only some people are born with. The ability to communicate with tact and skill is a collection of techniques that can be learned and cultivated.

We all get so caught up in our daily work duties that we rarely take time to concentrate on our communication skills. As a result, it takes a toll on work relationships. Maybe you didn't get credit for a job well done. Maybe your great ideas weren't heard or taken seriously.

In today's highly demanding and competitive workplace, diplomatic communication is the skill that must be mastered if you are going to push ahead in your career.

No other skill is as critical to your success as this.

Communicating With Tact and Skill for Managers and Supervisors is an all-new seminar designed to help you discover your communication potential and start building on your strengths. We'll take you step-by-step through the most important aspects of communication with powerful techniques, strategies and tools that will impact your career immediately.

In this powerful seminar, you'll learn to ...

- Gain control of your communication style with techniques you can use without sounding phony
- Take control of the situations that sabotage your communication effectiveness
- Develop new assertiveness and conflict resolution skills to destress and defuse confrontation
- Apply the Universal Law of Negotiation to gain cooperation – even under fire
- Impress those most important to your career with new professionalism and great results
- Use easy-to-remember responses and formulas that take the trauma out of confrontation and put the positive outcome in

You could go on facing your communication challenges alone.

But why? We'll give you the proven tools you need to not only face those challenges, but turn them into pluses that will mark a dramatic upswing in your career path. You'll return to your job more confident of your communication skills, more productive and more valuable to your organization than ever before. **We guarantee it.**

When it comes to benefiting your career, nothing pays off like excellent communication skills.

After this powerful day of training, you'll be the one to ...

1. Get your ideas out at the right time to gain the greatest impact
2. Earn the reputation as a consensus builder who involves people in the process and succeeds
3. Put an end to misunderstandings and miscommunications that stop projects cold
4. Know how to deliver bad news, "no's" and "sorry's" with empathy and tact
5. Cool down the overheated verbal exchanges that threaten productivity and progress
6. Deliver instructions that leave no room for confusion and get followed to the letter
7. Add the diplomatic touch and know what to say and when to say it
8. Get to know others easily and find that common ground to establish firm relationships
9. Gain the respect of your peers, your staff and those you report to by becoming an influential, easy-to-understand communicator
10. Bring the stress level down in your department by having open and clear lines of communication
11. Give criticism that turns people around in a positive way and doesn't cause hard feelings and resentment
12. Do the "damage control" tactics that smooth over hard feelings and prevent grudges between co-workers
13. Generate new attention and interest in your listeners that will make a bottom-line difference to your organization and your career
14. Deal with the put-down artists and snipers who try to rob you of your credibility in public
15. Have the self-control to speak positively and not regret words that might slip out and come back to haunt you later
16. Get credit for the successful things you do

If you're really serious about your career success, you won't miss this extraordinary training opportunity!

The **Dirty** Dozen:

Are any of the top 12 communication challenges plaguing you?

- Walked away from conversations wishing you had said something differently or, worse yet, not said anything at all
- Dealt with team communication breakdowns that threaten the success of an important project
- Felt embarrassed or angry because you were challenged or even put down in front of others
- Felt like no one is listening to you because you got cut off in mid-sentence
- Have nothing to say or feel like you're not connecting with new co-workers, clients or others you meet professionally
- Keep getting opposition to ideas you know are good if only others would really listen
- Get completely different results because others did not listen to nor understand your directions
- You are greeted by blank stares and get the feeling your words are falling on deaf ears
- Feel put on the spot at meetings and fumble for words when you are unexpectedly asked a question
- Have to deliver bad news and can't find the words to say
- Find yourself saying, "Why couldn't I have said that?" when you are listening to others
- Keep having the same arguments with the same people time and time again

Your Comprehensive Workshop Agenda

Workshop hours: 9 a.m. to 4 p.m. Registration fee: \$150

Manage the Power of Your Message

- Today's demanding workplace: Why you need diplomacy and tact
- Strong interpersonal skills that increase your area of influence
- Ending self-sabotage that diminishes your communication skills
- Where the breakdowns occur on the communication highway
- How are you coming across to others? Holding up the mirror to view yourself as others see you
- Using self-anchoring techniques – the foundation of relating
- Taking your foot out of your mouth when you've said something you regret
- Put positive self-talk into "sound-byte" language

Mastering Influential Communication Techniques

- Building on your personal strengths and plusses
- Breaking out of a "lightweight"

Workshop Exclusive! The EASY Script

A special feature of this workshop is the EASY Script, a basic format you can use in any situation that will help you effectively deal with tough situations. You'll be able to express your viewpoint clearly and get buy-in to a solution. If you've ever been in a situation where words failed you, the EASY method will give you the framework you need to communicate clearly and boost your professional and personal

speech pattern

- Do you know what you sound like? Discover the power of your voice image
- Getting your body language in synch with your message
- Keeping composure and confidence in tough situations
- Secrets for making that positive first impression
- Two quick vocal tricks that will keep your voice congruent with your message

Focused Listening Skills: The Unheard Message

- Listening – the misunderstood and underused part of the communication equation
- Developing an attentive silence that allows time to think, feel and express
- 4 ways to keep the information flowing to you and get the feedback you need
- The power of silence to gain information from others
- The secret of master listeners: reflective listening/responding
- How to direct the listener into seeing your point of view
- Tuning out the filters that put static in the communication lines

Tactful Communication in Tough Situations

- Lessons from veteran diplomats – where to find the positive outcome in conflict situations
- Finding the words to say: Scripts you can use to get you through bad news
- Start opening communication lines:

strategies for ending in and feuding

- Verbally defusing the from backstabbing sta
- Taking on a challenge what to do when you fo
- Positive ways to deliv don't put others on the hard feelings
- "The great manipulat criticism when it's dis
- Defusing explosive sit and easily
- How to hold back whe to say something you'
- What to say when: the

Building Rapport, Respect and Developing Positive Work Relationships

- 10 bridge-builders tha alliances with other de
- Developing instant rap person you encounter
- How to give instructio understood and follow
- 6 ways to toot your ov sounding like a braggad

Enroll in the 4th part of the series and attend

enda

Registration begins at 8:30 a.m. on day one.

n-fighting
aggressive tactics
statements and ridicule
in front of others ...
feel backed in a corner
er criticism that
e defensive or cause

- Getting recognition for your successes
- Keeping yourself in the right loops and tapping into the information channels you need
- Keeping your lips zipped ... Don't let the unfortunate words slip out

Persuading, Influencing and Motivating

or": Handling the
shed out to you
uations quickly
en you are about
ll regret later
e art of scripting

- Cutting through the clutter – getting your point across
- Step-by-step ways to persuade your listeners with quick, concise messages
- Presenting your point of view with pizzazz that gains respect from others
- Getting the “higher-ups” to hear and react favorably to your ideas
- Surefire techniques to winning over an adversary
- Negotiation strategies that turn the no's around
- Developing Plan B: What are your options when someone just doesn't agree?

, Achieving Developing Relationships

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“Communicating With Tact and Skill is an indispensable seminar for every professional who is seeking excellence.”

*M. Rius, M.D.,
Owner,
Cosmetic and Hair Surgery Inst.*

“This type of training is beneficial to everybody in any type of job.”

*J. Valdez,
Probation Officer,
West TX*

Join us for one more high-intensity day of training

Management Skills for First-Time Supervisors

Get the solid skills you need to achieve exceptional results through others

Time and time again, studies show the biggest mistake a new supervisor can make is to take the “winging it” approach to supervising people. Successful managers and supervisors know that when you’re responsible for others, you need a whole new mind-set accompanied by a solid set of skills ... specific skills for the many different situations you face as a supervisor. “Winging it” is just too risky!

In one intensive day of training, you’ll learn ...

- How to get your employees to take initiative and take more work off your shoulders
- Simple strategies for handling negative employee attitudes
- How to come across as a credible leader people will eagerly follow
- Ways to boost your own personal effectiveness and eliminate your daily time-wasters
- Everything you need to know about employee performance reviews
- How to give on-target instructions so the job gets done right the first time
- Techniques for delivering constructive criticism with tact and skill to get great results
- How to make your group of diverse employees think, act and work like a real team
- How to position yourself for greater success in your career

Why take the long, hard rocky road of trial-and-error to supervisory success when you can jump-start your skills in just one day?

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

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. RUCED 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

From Our Resource Center ...

The Interpersonal and Written Communication Success Pack

Business Grammar and Usage for Professionals

6 Audio CD program with workbook

Powerful Communication Skills

1 60-minute video, interactive handbook and participant guide

How to Work With People

1 60-minute video, interactive handbook and participant guide

Listen Up: Hear What’s Really Being Said

1 60-minute video, interactive handbook and participant guide

The Art of Being Assertive

6 Audio CD program with workbook

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Do you have a group of 15 or more that could benefit from the training described in this brochure?

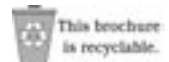
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Don't miss *Management Skills for First-Time Supervisors* on page 6.