

How you perform in your first position as a supervisor is critical to your professional future. Get off to a strong start by attending ...

MANAGEMENT SKILLS FOR FIRST-TIME SUPERVISORS

Now that you're managing others, your success depends on your ability to lead others effectively. Don't take chances with your career. Don't miss out on this vital skill-building opportunity. Enroll today!

This high-intensity workshop covers dozens of key issues common to supervising others, including how to ...

- Create a positive, high-energy work environment that motivates employees to go the extra mile
- Give employees on-target directions and helpful feedback
- Handle unacceptable employee behavior and subpar performance
- Build a highly productive team by learning how to find, interview, and hire good people
- Stay on top of multiple projects, priorities, and deadlines
- Give objective, effective performance reviews
- Command greater respect up and down the ladder

View full day's agenda on pages 4-5

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

Want to avoid the **Biggest** mistake a new supervisor can make?

Dear Supervisor:

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 concrete skills ... specific skills for the many different situations you face as supervisor. Winging it is just too risky!

That’s why attending **Management Skills for First-Time Supervisors** is so important: It’s a skill-packed day of learning that gets you up to speed on the “must know” skills of supervision – fast!

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
- What motivates people and how you can use nonmoney motivators 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?

By attending this one-day program and applying the skills you learn, your success is assured! In fact, I personally stand behind this workshop with my 100% guarantee of satisfaction.

Don’t wait another minute to get your career in supervision on the fast track to success – call 1-800-258-7246 and enroll right now!

Sincerely,



Mark R. Truitt
Executive Director, National Seminars Group

P.S. If you’re in a supervisory position ... or plan to be in one soon ... and you’ve never received formal supervisory training, consider this program an essential “Supervision 101” – the kind of training no supervisor can afford to be without!

Do Any of These Supervisory “Headaches” Sound a Little Too Familiar?

Employees who ...

- ✓ spend more time on personal business than company business
- ✓ seem to be on a perpetual break
- ✓ are adequate performers, but seldom go the “extra mile”
- ✓ are negative, whiners, or gossipers
- ✓ don’t respect you, and go above or around you
- ✓ don’t get along with others on your team
- ✓ make excessive, sometimes costly mistakes

A boss who ...

- ✓ wants you to do a lot more with a lot less
- ✓ gives you tons of responsibility but limited authority
- ✓ is sometimes difficult to deal with
- ✓ is in your face all the time – or never around when you need him or her

And other challenges such as ...

- ✓ hiring and keeping good people
- ✓ motivating your staff to greater performance
- ✓ giving meaningful, fair performance reviews
- ✓ delegating so the job gets done right
- ✓ striking a balance between being friendly while still being in charge
- ✓ supervising people who used to be your coworkers
- ✓ getting people (up and down the ladder) to buy into your ideas
- ✓ meetings that seem to get off track and accomplish little

Let’s face it: You have a tough job – but we can help! Attend this powerful workshop and you’ll gain solid solutions to these and dozens of other tough supervisory challenges you face every day.

“Today’s program did an excellent job of helping me identify the pluses and minuses of my personal management style.”

– Corey Barrett, Store Manager,
CellularOne

“This was my first seminar – if they’re all like this, I’ll be back for MANY more!”

– Keith Brickner, Engineering
Manager, Material Handling Assoc.

“Time well spent. I can’t wait to put what I learned into action.”

– Joe Davis, Customer Service Lead
Rep., Portland General Electric

“It helped me to think in new ways.”

– Clay Biverdorf, Brewery Manager,
Pyramid Brewing

“Today’s seminar was delivered in easy-to-understand terms for the new supervisor and covered a wealth of information.”

– Beverly Herd, R.N., A.D.N.S.,
Willamette View

“Very practical – discussed real issues facing everyone in leadership in today’s workplace.”

– Sean Craig, Senior Designer,
Tidland Corporation

“Great!!!”

– Josue “Ruben” Velazquez, Lead
Mech., Key Packaging



STAR12 Members Learn More, Yet Pay Less!

We asked what successful professionals like you wanted from the nation’s top training company. You answered loudly – more for less.

So we’re proud to announce the STAR12 membership program ... where one low membership fee gives you UNLIMITED access to our vast collection of training!

As a member, you can attend as many of our seminars as you’d like for an entire year – for FREE! Plus, you’ll get 24/7 access to our incredible STAR12 online learning collection. And that’s just for starters!

STAR12 is the most comprehensive learning network in North America. And it’s the best value in training anywhere! So take control of your success – join STAR12 today!

www.natsem.com/STAR12

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

When We Say “Satisfaction Guaranteed” – We Mean It!

We want this to be one of the most valuable, enjoyable training sessions of your life. That’s why if, after attending, you don’t agree that this workshop was absolutely the best supervisory training you could receive to address your unique challenges, we’ll refund your tuition fee in full. Guaranteed!

The Exclusive 6-Point Learning Plan for Supervisory Success

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

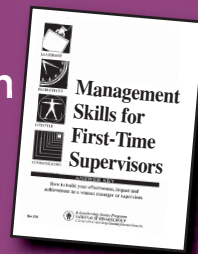
Registration begins at 8:30 a.m.

50 techniques guaranteed to get you started on the right track ... and keep you there

The Leadership Style Analysis - An Exclusive Self-Test to Determine Your Path to Success

As a special feature of this workshop, each participant will complete the Leadership Style Analysis. This info-packed self-test will show you exactly how you're doing things - your basis of operating and what to emphasize. You'll discover facts about yourself you didn't realize. What's more, by better understanding yourself and your operating methods, you'll be able to take the analysis home and use it as a springboard for future growth!

You'll Leave This Program With More Than New Ideas



Each participant receives a comprehensive softbound workbook. It includes space for note-taking, an in-depth summary of the workshop content, appendix material, and suggested reading. At the completion of this program, participants are awarded a Continuing Education Unit Certificate suitable for framing.

1. Acquiring the Supervisor's Mind-set and Image

- Use the Leadership Style Analysis to understand your supervision style
- Gain long-term vision: how to think like a company president
- 5 proven ways to gain control of your environment
- Supervisory intervention, coaching, and counseling - knowing the difference
- Realize the 4 personality types and how to work with each
- The 7 classic principles of influence ... how and when to use them
- What you should do when your employees make you look bad to your boss
- Avoid the mistakes new supervisors usually make
- How to look cool, calm, and collected - even when you're tense and hurried

2. Building Blocks to Supervisory Excellence

- The 3 red flags that tell you when an employee's workload is too heavy
- When you can't think of everything: allowing a mentor to help you along
- Increase your "Planagement Quotient" - and watch difficult tasks disappear

- 12 effective ways to win others to your way of thinking
- Keep the lines of communication open even when you aren't a verbal or talkative person
- What to say when employees compare you unfavorably to the supervisor you replaced
- The emotional requirements of being a supervisor

3. Creating Productivity and Building Morale

- Understand the basic things that motivate all people
- Being friendly with your staff while maintaining respect and compliance
- Avoid the problems that come with supervising friends
- How to match the right person to the right task
- Make certain your people know when they're doing well and how to do well
- Build teams that will provide great results
- Techniques for leading, not bossing
- How to give constructive criticism without deflating morale

4. Confidently Handle Conflicts - Every Time

- Use the Control Model to limit the impact of negative emotion
- Bring about change, even when there is resistance
- 3 basic guidelines you must know before encountering conflict
- When to use emotion and when to use logic
- Learn to predict and prepare for the response of your staff
- Curb absenteeism, tardiness, and employee turnover
- The 6 steps to resolving a disagreement
- Use the concept of "pre-call" to prevent behavioral problems
- Control your anger when things really go wrong

5. How to Get Things Done on Time and on Target

- Use the CALM method to conquer chaos
- How to double-check the quality of your work when you haven't been given enough time
- An open-door policy - when it will work and when it won't

- Manage when the pressure's on
- Eliminate self-imposed stress and be more effective
- Know how much work to delegate and whether your staff member is ready for it
- Align your priorities with the boss's priorities
- Give clear directions that ensure things get done
- How to tell your boss when too much has been piled on you
- Active listening: what it really means and when it's important
- Know the vast differences between boss-imposed, system-imposed, and peer-imposed time, and save yourself hours!

6. Supervisory Payoffs - How to Stay on Top

- Develop your own personal "Supervisor in Action" plan
- Let your position help you - how you can save time and energy via your staff
- How to "play the game" when you need to and how to enjoy it
- Dodge the pitfalls of stress
- Avoid burnout caused by the inexperienced supervisor
- Make sure you stay promotable!

BRING THIS SEMINAR TO YOUR ORGANIZATION



On-Site Training. Guaranteed Results.

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

We can bring this program to you, when and where it's convenient for you! We'll train all the new members of your management team at the same time - plus those on track to become supervisors! What's more, we can customize this program to your organization's real-world supervisory challenges - whether they are specific to your industry, your workforce, or your performance goals.

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

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

Spend just one more day
with us ...

Communicating With Tact and Skill for Managers and Supervisors*

Build the communication skills essential to becoming a persuasive, motivating professional who gets phenomenal results.

It's a fact: The ability to communicate effectively and work well with others on the job can make or break your career. That probably comes as no surprise to you, because as a professional today you've seen time and again how people who have first-rate communication skills go farther - faster - in their organizations than those who don't. But contrary to popular belief, the ability to communicate with tact, finesse, and diplomacy isn't a gift that some are born with. It's a skill that can be learned and mastered, just like any other skill.

In one powerful day, you'll learn ...

- Diplomacy - the key to communicating successfully with all types of people in all types of tough situations
- How to get your point across without appearing pushy
- Essential listening skills that are critical to connecting with others
- Expert techniques for exerting influence on the actions and attitudes of others
- Strategies for opening the lines of communication to end energy-draining feuding and infighting in your department

Your communication style is your calling card to success or failure. **Communicating With Tact and Skill for Managers and Supervisors** is guaranteed to help you communicate more powerfully, more diplomatically, and more effectively with each and every encounter.

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

**Only \$129 when you attend
Management Skills for First-Time Supervisors. Save \$50!
(Attend separately for \$179)**

*This workshop is not available in all areas.

Recommended Resources From Our Training Experts ...

The Essentials of Management and Leadership Skills

This 4-volume training series has been designed especially for the unique needs of the new supervisor. Packed with fresh ideas and time-tested techniques, you'll gain the skills necessary to lead your team to success. And when your team shines - you shine! So order your collection today and take the mystery out of successful supervising!

4-volume collection includes:

The Manager's Role as Coach

Powerful team-building and coaching skills for managers! (1 perfect-bound book)

Taking Aim on Leadership

Energize your leadership and create success! (1 perfect-bound book)

Coaching for Performance

Getting Employees to Deliver Their Best! (1 DVD)

Managing Employees With Rotten Attitudes

Turn poor performers into productive employees! (1 DVD)

Item No. NHTSP0110 ... Retail Value: \$293

Your Price: Only \$199 (You Save \$94!)

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

Workshop Schedule

1. Enrollment Fees

Save
\$50

- Join STAR12 - Gold Membership*: \$599**
STAR12 Members Attend Both of These Events 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 #: _____

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.

- Please send me _____ copies of **The Essentials of Management and Leadership Skills** (Item No. NHTSP0110) 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

□□□-□□□□□□-□□□□-□□□□

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.

*The *Tact & Skill* workshop is not available in all areas. Please refer to the workshop schedule above to check availability in your area.



NATIONAL SEMINARS GROUP

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Time-Sensitive Material



**STAR12 allows you to
learn more, while paying a
lot less for your training.
Details on page 3.**

VIP #919-118101-001

How you perform in your first position as a supervisor is critical to your professional future. Get off to a strong start by attending ...

MANAGEMENT SKILLS FOR FIRST-TIME SUPERVISORS

Attend this power-packed one-day workshop and learn how to ...

- Get employees to take initiative to go the extra mile
- Handle negative employees and deal with unacceptable employee performance
- Use nonmoney motivators to improve bottom-line results
- Give fair, meaningful, legally on-target performance reviews
- Manage a diverse group of individuals and get them to work together as a team

And much, much more! See your complete workshop agenda on pages 4-5.

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