

- Communicate the right way every time and create a motivating workplace
- Give direction that employees will follow and that gets results
- Turn bad attitudes around ... for good!



# The **ALL-NEW RULES** of Being an Effective **SUPERVISOR**

Managers and supervisors of all levels ... this innovative one-day seminar will give you the edge you need to succeed. Boost your office productivity, morale, and quality of work immediately!

**ENROLL NOW AT**

**[www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com)  
or call 1-800-258-7246.**

# Being a Supervisor Is a Tough Task ... DO YOU HAVE WHAT IT TAKES?

Have you been a supervisor for a while and feel like you're stuck in a rut? Or maybe you're new to the role and are at a loss for where to look for answers? Whether you've been doing it for decades or have just recently made the jump to supervisory status, you're no doubt facing some of the same issues that have plagued managers and supervisors for ages, such as:

## Battling Bad Behavior

Combating attitude issues and disciplining employees are among the most common and most loathed supervisory duties. We'll help you get to the root of the problem and quell the conflict for good.

## Motivating the Team

It's hard to know what motivates your employees, other than the obvious – money. Learn to inspire your entire staff – from the self-motivated to the slow-moving slacker – to greatness and turbocharge your team's productivity immediately.

## Overcoming Communication Hurdles

Learning to communicate effectively, within your organization and your team, is a key consideration for supervisors. This seminar will give you the confidence to deliver the appropriate message the right way, every time!

## Setting and Achieving Your Own Goals

At the end of the day, after putting out the fires of those around you, you still have to manage your own workload and get results! We'll give you a solid grasp on how to balance the two.

## Spend one day with us and you'll know what it takes to be a successful supervisor ... guaranteed!

If these or any other numerous supervisory struggles are rearing their ugly heads for you, then this seminar is a perfect opportunity for you to polish your skills or get your supervisory career started with a bang! *The All-New Rules of Being an Effective Supervisor* is a lively seminar that will give you a **fresh perspective** on old problems and **up-to-date, innovative ideas** for how to handle them – **guaranteed!** In just one day, you'll gain the skills to:

- Communicate with those around you confidently and clearly.
- Inspire and motivate your staff to succeed.
- Deal effectively with bad behavior and negative attitudes.
- Get more of your own work done with everything else taken care of.

## This seminar is a **MUST** for you if ...

any of these scenarios have become all too familiar and are taking their toll. *The All-New Rules of Being an Effective Supervisor* will give you fresh ideas for dealing with them once and for all!

- 1 You're constantly having to calm conflicts among your staff and call guilty parties into your office.
- 2 The procrastination around the office has reached epic proportions, firm deadlines are being missed, and you're hearing about all of it from your superiors.
- 3 You're spending so much of your time putting out the fires of your employees and keeping on top of them that you're falling behind on your own tasks.
- 4 You find yourself constantly losing your cool with your team members.
- 5 You're afraid or not able to properly delegate responsibilities effectively.
- 6 You have an employee or employees who just won't listen to you or take direction well.
- 7 You have to micromanage your employees for them to get things done, and your constant oversight is becoming unproductive for you and your team.
- 8 Your employees are consistently showing up late, taking advantage of flexible hours, or showing a general disrespect for your authority.
- 9 You have a tough time asserting yourself with an intimidating higher-up.
- 10 Your employees always seem to be busy doing everything but work.

## OUR Guarantee of YOUR Complete Satisfaction

Padgett-Thompson has set the standards for training excellence for years. As leaders in supervisory skills training, we know how critical the information we provide you in this seminar is ... you and your organization depend on it. That's why we back this training with our 100% guarantee of your complete satisfaction.

If you don't agree that *The All-New Rules of Being an Effective Supervisor* gives you all the tools and techniques to lead you to supervising success, we'll give you your registration fee back in full – **GUARANTEED!**

“ This seminar is the **BEST** I have ever attended in my 37 years of employment. ”

– James Foss,  
Loup Power District

“ The level of enthusiasm and perception of genuine care about our success in our current roles was **terrific!** ”

– Jason Harlan,  
New Mexico Donor Services

“ Today's seminar ... was **VERY** relevant to today's supervisory challenges. ”

– J. Harper, Building and Zoning Administrator

# YOUR COMPLETE AGENDA

**Attitude problems** are not only frustrating but can also hurt your credibility if you allow them to continue. We'll give you proven techniques for confronting and solving attitude problems with confidence. You'll also gain the most up-to-date, legal information available today for disciplining and – if you must – firing problem employees.

#### TOPICS INCLUDE:

- Understanding conflict and hostility
- Getting to the root of the problem
- The six steps of progressive discipline
- What and how to document
- Three reasons to fire and how to do so without getting sued

**Motivating your employees** is the secret to getting them to be consistently productive, even when you're not around. We'll show you exactly what motivates today's employees based on our own extensive research and interviews with motivation experts nationwide. We'll also show you how to implement these strategies so you'll see productivity soar immediately!

#### TOPICS INCLUDE:

- The three basics of motivation
- Discovering what makes us different and why people do what they do
- Six fundamental rules of human behavior that will help you assess your employees
- What motivates employees besides a paycheck and how to provide it
- Motivating different personalities

**Creating and achieving goals** can be easy to lose sight of when you're busy keeping everyone else on track. But that doesn't have to prevent you from doing so. You'll get practical, proven skills and techniques you can use right away to meet and surpass your goals and the goals of your company!

#### TOPICS INCLUDE:

- The four essentials of goal-setting that every supervisor needs
- Overcoming obstacles that stand in your path of success
- Coming up with a solid plan of action for achieving your goals
- How to delegate work ... and multiply your skills
- How to increase productivity every quarter

**Communication issues** have always been and always will be a chief concern for supervisors. You're going to have an employee or a coworker with whom you have a difficult time communicating. Confronting that person tactfully is the first step to establishing clear communication ... we'll show you how to do it, along with other steps to clear communication.

#### TOPICS INCLUDE:

- The importance of active listening and five ways to listen better
- The role that body language plays and how to accurately read it
- How to give directions that get results
- Developing confidence so you can communicate effectively
- Understanding your role as a supervisor and communicating accordingly

When 3 from your company attend this innovative training, a 4th gets in **FREE!**

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“ I came looking for one specific answer to a problem and left with many **valuable tools.** ”

– Billie Van Slyke, Love Advertising

“ [The trainer] did a really **great job.** I have attended other seminars and thought this was going to be boring, but I'll be using this information to relate to our problems right away! ”

– Eric Richardson, ITW Co., Valéron Strength Films

“ I have been to several seminars in the past and I feel this was the **most interesting** and best presented. ”

– Cathy Brooks, Foxx Equipment Co.

“ All managers and supervisors **need this training!!** ”

– Janice Stevens, HR Director

Bring this training to your organization with on-site training services.

# WORLD-CLASS TRAINING. GUARANTEED RESULTS.

Our On-Site Training Department can deliver this seminar – or more than 200 other cutting-edge training programs – directly to you for private, in-house training.

With the help of our training specialists, you determine the location, date, time, and delivery format for your training. We also assist you in selecting just the right trainer and tailoring the program to your organization's unique needs. Top organizations use our cost-effective on-site training to close skill gaps and achieve new levels of performance excellence, and you can, too. It's affordable and it works!

To find out more, call **1-800-344-4613**, e-mail us at **onsite@natsem.com**, or visit us on the Web at **www.NationalSeminarsTraining.com**.

## Recommended Resources From Our Training Experts ...

This video series is jam-packed with TONS of cutting-edge techniques to help you become a PHENOMENALLY SUCCESSFUL leader!

### **The Essentials of Basic Supervision** 3-Volume Video Training Series

#### **Volume 1 – How to Supervise People**

Learn to motivate, manage, delegate, and train your employees to be phenomenally successful!

#### **Volume 2 – Supreme Teams**

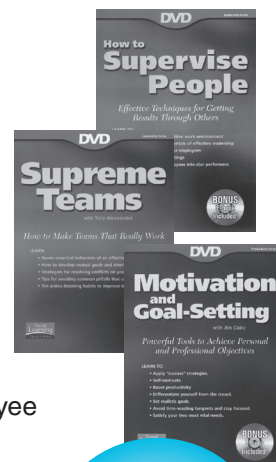
Harness the unique talents and energy of each employee to create a cooperative super-producing, unified team!

#### **Volume 3 – Motivation and Goal-Setting**

Discover the skills to become a goal-setting superstar and motivate others to achieve more than you ever dreamed possible!

Each volume includes: 1 60-minute program, 1 facilitator's guide, 1 participant's guide and bonus e-book (all on one convenient DVD).

Item No. PBS0908 ... Retail Price: \$447  
**Your Price Only \$297** (You save \$150!)



## 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:  
**Padgett-Thompson**  
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. RUCCEC 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 Information

### 1. Enrollment Fee

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

### 2. Names of Attendees ...

(Please list additional registrations on a separate sheet and attach.)

- Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
- Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
- Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_
- (FREE) Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event # \_\_\_\_\_

Please send me \_\_\_\_\_ copies of **The Essentials of Basic Supervision** (Item No. PBS0908) at \$297 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 5.

### 3. Company Information (Please Print) \*Phone required in case of last-minute changes.

Organization \_\_\_\_\_  
Address \_\_\_\_\_ Mail Stop \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Approving Supervisor: Mr./Ms. \_\_\_\_\_  
Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
\*Phone \_\_\_\_\_  
\*\*Fax \_\_\_\_\_  
\*\*Your fax number will be used to send confirmation of your registration as well as to notify you of upcoming events in your area.

### 4. VIP Privileges Program – Join Today!

Join our **VIP Privileges Program** and enjoy exclusive discounts and benefits. We'll fax you and your organization first notice of upcoming events in your area, special discounts up to 50%, and offers available to members only.

#### Sign here to join

By signing, you and your organization are giving permission for RUCCEC to use your fax number to notify you and your organization of upcoming seminars in your area and provide you with special discounts and offers.

### 5. Method of Payment

- If you have registered by phone, please record your confirmation number here: \_\_\_\_\_
- Check payable to Padgett-Thompson is enclosed.
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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)

### 6. 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.)

## Workshop Schedule



**PADGETT-THOMPSON**  
 P.O. Box 419107  
 Kansas City, MO 64141-6107

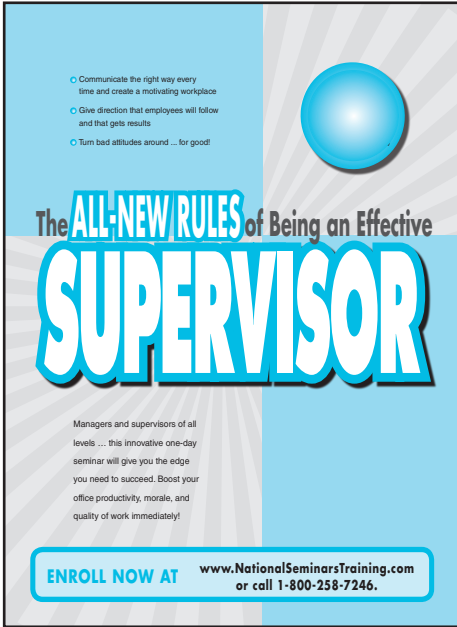
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**Time-Sensitive Material**



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