

AS A LEADER, few skills are as important to your success as your ability to deal with all types of people and situations in a confident, calm and self-assured manner. Assertive communication is imperative to earning the respect and cooperation of those around you.

Assertiveness Skills for Managers & Supervisors

Don't miss this incredible opportunity to give your communication skills the assertive boost that'll help you achieve tremendous results.

**WE'RE
COMING TO
YOUR
AREA ...**

ATTEND AND LEARN ...

- How to state your opinions and ideas positively and powerfully
- How to exercise your authority without coming across as pushy
- Techniques for handling chronic troublemakers who make your job stressful
- Powerful how-to's for delivering news you know your people don't want to hear
- Tips for dealing with people who try to circumvent your authority
- What to do when you're negotiating with someone who won't budge
- How to be a more persuasive and influential communicator

Enroll now at
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Also available on demand.
See page 2.



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 NationalSeminarsTraining.com/CorporateTraining. Or contact a training specialist at **1-800-344-4613**.

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Assertiveness isn't an option for success-minded managers—it's a must-have skill.

That's because as a manager, it's your job to get the best possible results through others day in and day out. To get great results, you've got to be authoritative without steamrolling people ... make your points powerfully without coming across as pushy ... gain cooperation and commitment without being heavy-handed ... resolve conflicts without losing your cool.

Assertiveness Skills for Managers & Supervisors is a powerful one-day seminar designed to provide you with the communication essentials you need to manage with greater confidence and authority. Through interactive exercises, insightful discussions and activities, you'll master people skills and assertive communication techniques guaranteed to give you an edge when you deal with people, problems and situations that once caused you stress.

ATTEND, AND YOU'LL LEARN HOW TO ...

- Speak up assertively without seeming pushy
- Handle problem employees quickly and effectively
- Get the credit you deserve for your ideas
- Encourage employees to bring you solutions—not problems
- Handle conflicts and crises calmly and effectively
- Give constructive criticism that gets positive results
- Avoid communication and misunderstandings that can damage working relationships
- Handle your mistakes quickly and move on
- Deal firmly and professionally with those who question your authority

Have You Faced These Frustrating Situations?

- Employees run to you with problems, expecting you to come up with solutions at the drop of a hat
- You're burned out and overworked because you're not comfortable delegating tasks to others
- A fellow supervisor takes credit for a great idea you had for a company project
- People constantly question your authority
- Another manager criticizes you unjustly in front of others, and you're afraid to defend yourself because you'll lose your cool

Make the commitment to attend this seminar, and you'll master the assertive management techniques you need to handle these tough situations and many others with confidence.



This Seminar Is Also Available on Demand

Assertiveness Skills for Managers & Supervisors is now available on demand—which means you can learn where you want, when you want. Your paid enrollment in the on-demand seminar entitles you to one full year's access to this seminar training. Call **1-800-258-7246** or order online at NationalSeminarsTraining.com.

Item #M99010

Your on-demand access to the seminar is available for an individual; group training programs also available.

A Glance at Your Agenda

Registration begins at 8:15 a.m.

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

Manage With Authority

- Discover which of the 4 types of bosses you are with this confidential management survey
- 3 techniques top professionals use to gain the hard-earned respect of higher-ups
- How to confidently handle complaints and criticism from your peers

Become a Master of Persuasion and Negotiation

- How to powerfully state your opinion without appearing hostile
- Use the SCRIPT formula for communication success in even the most emotionally charged situations
- 5 expert negotiation tactics for handling stonewallers and stubborn bargainers
- 3 phrases that will instantly dilute any suggestion you make ... and what to say instead
- The 4-to-1 rule savvy managers use to criticize employees and get positive results fast

Handle Conflicts and Crises With Confidence

- How to defend yourself without letting your emotions get the best of you
- 3 methods for dealing with aggressive colleagues
- How to firmly handle peers who try to exert power over you or your staff members
- The secret to changing the way you feel about a person or policy you don't agree with

Gain Support and Dedication From Your Staff

- The professional way to admit you've made a mistake and move on
- How to defend your employees' actions without damaging your credibility
- How to decisively handle chronic troublemakers who destroy worker loyalty and motivation
- How to avoid stress-induced burnout, frustration and exhaustion by using superior delegation skills

See your complete agenda at NationalSeminarsTraining.com/KAK.

Enrollment Fee

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

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*Plus tax where applicable

To Enroll ...



Register online at
NationalSeminarsTraining.com/KAK



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.

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

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 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.



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