

INTRODUCING ...

a two-day executive-level course in communication for managers and supervisors who're serious about getting better results ...

Interpersonal Effectiveness for **LEADERS**

GET TO KNOW THE PEOPLE SIDE OF MANAGEMENT

In just two intensive, career-changing days, you'll master the communication techniques and strategies every leader needs. You'll forge stronger professional relationships, work more effectively with those up and down the ladder — and become a respected leader others are eager to follow!

You'll learn how to ...

- ▲ Give effective feedback
 - ▲ Motivate trouble employees
 - ▲ Resolve conflict
 - ▲ Gain cooperation from employees
 - ▲ Improve morale
 - ▲ Deal effectively with bad attitudes
- ▲ Persuade and influence
- ▲ Establish quick rapport
- ▲ Build a cohesive team

GIVE YOURSELF A COMPETITIVE EDGE THAT WILL PUT YOU HEAD AND SHOULDERS ABOVE THE REST!

**Enroll today by calling 1-800-258-7246
or register online at www.pttrain.com**



A division of Rockhurst University Continuing Education Center, Inc.

Get the essential “people skills” you need to get phenomenal leadership results!

Your “people skills” absolutely make or break your success as a leader.

Want proof? Time and again, research on leadership confirms that an employee’s direct supervisor has a greater impact on job satisfaction than anything else. In fact, in a study of 20,000 exit interviews, **most employees didn’t leave their jobs because of low pay, lack of advancement or lousy benefits, but because of their supervisor.**

Give yourself a competitive edge that will put you head and shoulders above the rest.

► **Interpersonal know-how is the key to your success**

Bottom line: Your effectiveness as a leader hinges on the strength of your interpersonal skills, your ability to build solid working relationships with others and your ability to communicate well with them. That’s why *Interpersonal Effectiveness for Leaders* is such essential training for you if you’re serious about maximizing your leadership potential, improving your results and becoming the kind of leader others are eager to follow.

► **Master proven communication skills in two short days**

The course spans two days, which means you don’t just learn about proven communication techniques and strategies, you get a chance to practice them, master them and make them your own. Because contrary to popular belief, great people skills aren’t something you’re born with — they’re techniques you can learn, just like any other leadership skill you’ve mastered in the past.

► **Here’s what this crucial training will mean to you:**

- Fewer behavior issues and attitude problems to deal with
- Increased productivity and efficiency as communication improves
- Higher morale
- Stronger relationships with those up and down the ladder
- Greater respect for you as your leadership know-how really begins to shine

► **Build the interpersonal skills you need to achieve the leadership success and respect you deserve**

For the small investment of two days of your time, you’ll gain know-how that will bring you success for years to come. You may well look back on this program as the pivotal event that changed the course of your leadership career.

WHO SHOULD ATTEND?

- ✓ Managers and supervisors, from new hires to long-time professionals
- ✓ Team leaders
- ✓ Business owners
- ✓ VPs and directors
- ✓ Anyone in a leadership position who wants to work more effectively with others and get better results

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Will this intensive training benefit you? FIND OUT!

YES	NO	
<input type="radio"/>	<input type="radio"/>	When you offer criticism or feedback to employees, do they often become defensive, angry or upset?
<input type="radio"/>	<input type="radio"/>	Are you addressing the same issues with the same people time and again?
<input type="radio"/>	<input type="radio"/>	Do you dread giving performance reviews?
<input type="radio"/>	<input type="radio"/>	Is morale less than great on your team or in your department?
<input type="radio"/>	<input type="radio"/>	Have projects had to be redone because employees misunderstood what you told them you wanted?
<input type="radio"/>	<input type="radio"/>	Do confrontations stress you out or make you anxious?
<input type="radio"/>	<input type="radio"/>	Are there unresolved conflicts brewing in your department or on your team?
<input type="radio"/>	<input type="radio"/>	Do you sometimes have trouble “connecting” with people you don’t know well?
<input type="radio"/>	<input type="radio"/>	Is employee turnover higher in your department or on your team than you’d like?
<input type="radio"/>	<input type="radio"/>	Would you like to be more influential in your organization — better able to persuade others to buy in to your ideas?
<input type="radio"/>	<input type="radio"/>	Have you ever ended up in a shouting match or heated argument with an employee or another manager?
<input type="radio"/>	<input type="radio"/>	Do employees seem to avoid you instead of seeking you out?
<input type="radio"/>	<input type="radio"/>	Has anyone ever suggested that your listening skills need work?
<input type="radio"/>	<input type="radio"/>	Would you rather communicate by e-mail than in person?
<input type="radio"/>	<input type="radio"/>	Have you ever thought your “people skills” may be holding you back professionally — or been told this is true?

If you answered “yes” to more than 3 questions, you need this training. The proven interpersonal skills and communication strategies you’ll master will make an immediate difference in your leadership results — and will continue to fuel your success throughout your career.

Attend with other leaders from your organization — for a major discount! Enroll 3, and the 4th can register absolutely FREE.

You’ll get better results with people at all levels of your organization —

in fact, we guarantee it!

This workshop will arm you with interpersonal skills that will dramatically improve your leadership effectiveness. With the expert communication tools and techniques you’ll master, you’ll get better results with employees – and you’ll gain influence with people at all levels of your company. Guaranteed!

That’s right:

If you are not completely satisfied with the training you receive, we’ll refund your enrollment fee in full.

“Today I came with an open mind, and I’ve received insight on different people types and behaviors, and how to manage better.”

— Spencer Coffman, Glenn Hawbaker, Inc.

“Made me stop and think about my everyday communications. Makes me want to rethink my communications with employees.”

— James Miller, Kyoua America Corp.

“Opened my eyes that people skills start with me.”

— Kathy Sturgeon, Laser Drive, Inc.

“Relevant, entertaining, thought-provoking, helpful!”

— Marian Flax, Gateway School

“Makes you mindful of something you should have known; people may not be difficult but ‘different.’”

— Mary McCloud, Five Star Credit Union

“I think everyone should attend this seminar before working with people!”

— Deborah Woods, Interchange Bank

“Very helpful to learn about people’s personalities, behaviors and how they should be handled.”

— Marloe Wertin, General Dynamics

Your 2-Day Success Plan to Greater Impact

REGISTRATION: 8:30 a.m. DAY 1 HOURS: 9 a.m. to 4 p.m.

DAY 1 — MORNING SESSION

I. Must-Have Interpersonal Skills for Today’s Leaders

Your interpersonal skills can fuel your leadership success or hold you back professionally. This opening session helps you identify strengths you can build on and weaker areas you can specifically plan to improve upon during this course. Find out how to project confidence as a leader — and to establish immediate rapport.

- Why your “people skills” will make or break your leadership success in today’s complex workplace
- How do you “come across” to others? Find out!
- Identifying your leadership style: A self-assessment
- Pinpointing your interpersonal strengths and weaknesses as a leader
- Interpersonal tendencies and speech habits that may be sabotaging your leadership success
- Recognizing your communication style and exploring other styles
- Tips for communicating effectively with those whose styles differ from yours
- Projecting the image of a confident leader with your body language and nonverbal cues
- What to say and do to make a powerful first impression as a confident, capable leader
- Small-talk secrets – How-to’s for making immediate connections with people you don’t know in work-related social settings

SKILLS PRACTICE: *Networking techniques every successful leader knows*

DAY 1 — AFTERNOON SESSION

II. Communication How-to’s for Getting Phenomenal Results Through Your Employees

Communicating effectively with your employees is the key to boosting productivity, increasing efficiency, reducing turnover and making conflict a rare event rather than routine. This crucial session provides you with proven tools for building stronger working relationships with your team members — for amazing results.

- What do employees really want from you as a leader? The answer may surprise you
- Assertive Communication for Leaders 101: A primer
- Guidelines for giving constructive feedback in a way that results in positive behavior change — not defensiveness or resentment
- How to harness the unlimited power of sincere praise and make it work for you
- Tips for building stronger working relationships with your employees
- Steps for giving crystal-clear directions that can’t be misunderstood
- Techniques for keeping the lines of communication open between you and your employees
- How to make employees and peers feel valued and important in your presence
- Your secret weapon that guarantees a stronger team: Active listening skills
- Keys to making performance reviews a productive exchange — instead of a wasted exercise you and employees both dread

SKILLS PRACTICE: *Assertive responses to use with employees in various common situations you face as a leader*

Interpersonal Effectiveness as a Leader

DAY 2 — MORNING SESSION

III. Your Role in Dealing With Difficult People and Resolving Conflict

Difficult people and conflict situations can put even the strongest interpersonal skills to the test. But left unchecked, unresolved conflicts and difficult people run amok will land your team or department in continual chaos. Find out step by step how to take the lead in handling difficult people and a variety of tough situations.

- Recognizing how your attitudes, behaviors and moods set the tone each day for your staff
- Top 12 difficult personalities in the workplace and how to deal effectively with each one
- Taking the lead in eliminating negative attitudes — and how to go about it
- How-to's for identifying and heading off employee problems early on
- Keys to facing confrontation calmly, confidently and head-on
- A proven 3-step method for resolving any type of conflict
- What's your role when two employees refuse to get along?
- Calming tactics to defuse potentially explosive situations
- Words and phrases that should never leave your lips during confrontations with employees
- Tips for staying in control and keeping your anger in check

SKILLS PRACTICE: *Using scripts to navigate difficult leadership situations*

DAY 2 — AFTERNOON SESSION

IV. Have It Your Way: Win-Win Techniques for Persuading, Influencing and Negotiating

Your final session focuses on skills that take your leadership effectiveness to a higher level in your organization. With the techniques you'll master, you'll know how to gain willing cooperation from employees, earn support for your ideas from top brass, stand out in meetings and negotiate successfully for what you need.

- How to get your point across assertively, rather than timidly or aggressively
- Master the sound bite: Easy steps for persuading others with a clear, concise message
- Why you must avoid a "my-way-or-the-highway" approach — and what to do instead to gain willing cooperation from employees
- How-to's for presenting your views in meetings in a way that earns support
- Avoiding common mistakes that doom your negotiation efforts
- How much should you be willing to "give" when you're negotiating with employees?
- Keys to winning over an adversary — and your options if you can't
- Proven strategies for persuading employees to accept change

SKILLS PRACTICE: *Making a dynamic impression when offering your ideas in meetings*

"A worthwhile day away from the office!"

— Brad Bujdos, Abarta, Inc.

"It was back-to-back-to-back practicality — not just theory!"

— Sherry Gustin, Federated Insurance

"I'm excited about trying these strategies at work and at home!"

— Stephanie Fitch, Interforest Corp.

"I learned how to show appreciation when a great job is done!"

— Melissa Beck, Rite Aid Corp.

"More people (many more), need to attend a course like this (they just don't know it)!"

— David Demko, G.O. Hawbaker, Inc.

"Everything I'd hoped it would be!"

— Betsy Rojas, Mitchells of Westport

"I plan to recommend this seminar to my company for all of our managers to attend."

— Bev Maroney, Traco

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

**GIVE EVERY LEADER THE INTERPERSONAL SKILLS
NECESSARY TO REACH YOUR ORGANIZATION'S GOALS!**

ON-SITE TRAINING MAKES IT POSSIBLE!

HERE'S HOW IT WORKS:

- You choose the time and the place for us to deliver training — at your site, at a conference center, at a retreat, you name it
- An expert Training Consultant works with you hand in hand to customize the training to target your specific challenges, learning objectives and business goals
- From tapes and videos, you choose just the right expert trainer to “click” with your group
- Your TC handles all the details for you from start to finish
- Our competency-based curriculum focuses on real-world skills your employees can put to work immediately
- You get the added benefit of the synergy and “sense of team” that results when employees train together, learning the same skills at the same time
- A follow-up evaluation allows you to gauge the effectiveness of your training

WE'RE THE ON-SITE TRAINING EXPERTS

We fully understand that you don't want to trust your training to just anyone! That's why you should know that National Seminars Group/Padgett-Thompson has a 20-year history in delivering top-quality on-site training to thousands of businesses in all industries. We're the experts organizations turn to when they want expert training solutions — delivered to their doorstep and on their timetable. We've got more than 200 cutting-edge training topics available, or we can create a custom course just for you.

CALL NOW FOR A NO-OBLIGATION CONSULTATION Why not find out if on-site training is right for your organization? Our Training Consultants are available now, ready to talk with you in a no-obligation consultation.

Call 1-800-344-4613 today, or check out our Web site at www.pttrain.com

To Enroll ...



**Register online at
www.pttrain.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.

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

Recommended Resources from Our Training Experts:

Developing and maintaining strong people skills is essential for building phenomenal leadership skills. When you get your Interpersonal Skills Package, you'll uncover the secrets to communication, handling conflict, and confrontation and assertiveness skills that will put you head and shoulders above the rest! Order today and raise your leadership skills to a whole new level!

Interpersonal Skills Package Includes:

The Art of Being Assertive – 6 CD audio set
Powerful Communication Skills – 1 audio-CD & 1 guide book
How to Handle Conflict & Confrontation – 1 audio-CD

Item No: BLINT2D ... Retail Price: \$259

Your Price: \$200

**Satisfaction 100%
Guaranteed!**

Order your *Interpersonal Skills Package* online at www.pttrain.com, call 1-800-258-7246 or see order form on page 7.



Visit us online at www.pttrain.com

Express online registration is available 24 hours a day – 7 days a week. Plus, check out all the exciting events coming to your area ... great articles on timely topics ... special prices on books, tapes and more ... and fabulous FREEBIES you won't find anywhere else!

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Time-Sensitive Material



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

Our On-Site Training services might be the right solution for you! See page 6 for more information or visit us on the Web at

www.pttrain.com/onsitetraining.cfm