

MANAGEMENT & LEADERSHIP **SKILLS FOR** **FIRST-TIME** SUPERVISORS & MANAGERS

*Congratulations on your new promotion.
Now comes the hard work ...*

There's nothing tougher than your first job in management. No matter how well prepared you may think you are, management is never what you're expecting. And that's why you need this intensive two-day immersion course on critical leadership skills and techniques.

YOU'LL LEARN ABOUT:

- Leadership issues all new managers face – and how to overcome them
- Finding and developing your personal leadership style
- Understanding your role in team performance and how to maximize it
- The basics of hiring, discipline, and firing
- How to communicate like a pro
- Going from peer to supervisor and the problems that come along
- Delegating effectively to get more done
- And much, much more!

You can learn these skills through trial and error, wasting a lot of time and giving you more than your fair share of bruises along the way, or you can master management the quick and effective way, through this proven training.

Your first management position can be intimidating – don't let it overwhelm you.

You're in deep, almost over your head. It's your first supervisory position and you don't want to blow it, but it turns out there's a lot more to management than just telling people what to do.

All of the sudden you're responsible for staffing, training, delegation, conflict mediation, and a dozen other things. It can be overwhelming, but failure is not an option. You need real management skills and you need them fast.

This leaves you with two alternatives: learning through trial and error, which can waste a lot of time and give you more than your fair share of bruises along the way, or mastering management the quick and effective way, through proven training.

If you would rather learn in **a risk-free environment** where you can ask questions, network, and practice your new skills, then this two-day course is for you. Instead of just listening to a dry lecture, this course is jam-packed with interactive discussions; exercises; and guaranteed fun, excitement, and laughter – plus all the information you need to be a successful manager.

Why choose live seminar training?

When you attend a live seminar, you have the opportunity to completely focus on the topic at hand – without outside distractions, and with the ability to drill down to what really matters. Our trainers are experts with actual experience, which provides you with the unique opportunity to ask specific questions and get real, practical advice about the scenarios you encounter every day. Plus, live seminars are an incredible networking opportunity to meet other local professionals! There are lots of ways to learn in today's world – but nothing compares to the live seminar experience.

JOIN PEERS FROM ...

Wells Fargo • Microsoft • Aetna • Federal Reserve Bank • Stanford University • FedEx • McGraw-Hill • Allstate • New Balance Athletic Shoe, Inc. • Shelter Insurance • Tyson Foods • John Deere • Alcatel-Lucent Technologies • Bristol-Myers Squibb • Blue Cross Blue Shield • Hewlett-Packard • Schnucks Markets • Moen, Inc. • MetLife • Farm Bureau Insurance • LexisNexis • Liberty Mutual • Sallie Mae • Merck • 3M • Commerce Bank • Citibank • Honeywell • Pella Corporation • Walgreens • Time Warner • Sears • Webster University • And Thousands More!

"This training was very valuable and informative."

– A. Nies

"I loved the interactive nature of the seminar."

– A. Johnson

"Excellent content, the trainer was wonderful and used many examples we could understand."

– L. Dorry

"This training will help me become a better supervisor."

– K. Young

"Time flew! The information was great! I got some great ideas!"

– S. Barber

"I was able to obtain steps and learn characteristics of being successful in leading my team."

– B. Ajo

Your Course Agenda

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

Leadership Fundamentals and Issues All New Managers Face

- Crucial differences between being a leader and “being the boss”
- The challenges facing leadership today
- How to acquire a supervisor’s mind-set and image
- The emotional requirements of being a supervisor: Have you got what it takes?
- Can you be friendly with your staff and still maintain respect and compliance?
- Tips for avoiding the problems that come from supervising friends and former coworkers
- The most common mistakes new supervisors make and how to avoid them

Developing Your Personal Leadership Strengths

- How to build on the leadership strengths you’ve identified and shore up your weaknesses
- Why your people skills will be the #1 driver of your success as a leader
- Adopting the success habits that effective leaders swear by
- How-tos for establishing your credibility as a leader – fast!
- The 7 classic principles of influence ... and how and when to use them to your advantage
- What are the keys to results? Focusing your efforts on that which makes the greatest impact

Building a Highly Motivated, High-Performance Team

- Recognizing the crucial role you play in driving your team’s effectiveness
- Keys to making every team member feel valued and important
- Building relationships that enhance cooperation among team members
- How to ignite enthusiasm and gain buy-in for accomplishing goals
- Understanding the basic things that motivate today’s workers: You may be surprised
- Creative ideas for keeping your team motivated even if you don’t have an extra dime in the budget
- Proven morale-boosters for employees nearing burnout

The Mechanics of the Manager’s Job

- Proven tips for recruiting top-notch employees
- Dos and don’ts for effective interviewing
- How to help new employees hit the ground running and succeed on the job
- Techniques for addressing poor performance so that positive change results
- Strategies for curbing absenteeism, tardiness, and rule breaking
- When firing seems imminent: key legal considerations you must understand

Communication Techniques Every Manager Should Know

- Why developing your communication skills is essential to management success

- Your role in keeping lines of communication open at all times
- Words and phrases that can destroy your credibility and authority – and what to say instead
- The secret to giving crystal clear directions that are understood the first time
- Active-listening techniques that ensure you’ll hear what’s really being said
- Pointers for speaking more powerfully and confidently in meetings

How to Turn Around Difficult Employees and Eliminate Problem Behaviors

- Tips for turning chronic complainers into satisfied employees
- Tools for combating a variety of attitude problems
- The best approach for dealing with argumentative and combative people
- What’s your role in settling disagreements among employees?
- How-tos for a professional, productive employee confrontation
- Proven techniques for appearing calm and in control when you’re feeling anything but

Managing Your Time, Priorities, and Projects

- Tips for saving tons of time using email, voice mail, and fax
- Prioritizing techniques that save the day when everything on your desk is “urgent”
- Increase your “Planagement Quotient” and watch difficult tasks disappear

- Why failing to delegate is a big, big mistake for managers
- A super time- and effort-saver: Learn how to say “no” in a professional manner
- Guidelines for tracking projects so nothing falls through the cracks

The Leader’s Role in Making Change Happen

- Understanding why people often instinctively resist change
- Top reasons why organizational change often fails
- Important considerations to address before introducing any change
- The keys to overcoming employee resistance to change
- How to project confidence that inspires your people during change or transition
- What you must do as a leader when your people flatly refuse to embrace critical changes

Career Mapping: Preparing Yourself for the Next Level

- Fine-tuning your skills: why continuous learning is crucial to your ongoing success
- What’s most important to you? Incorporating core beliefs into your career path
- Traits upper management looks for when deciding who to promote
- Tips for “tooting your own horn” so your accomplishments are recognized
- Understanding how to play the game when you need to

All the training you need for less than you'd think ... with the All-Access Training Pass

Keeping your skills up to date is the best way to ensure a bright career. STAR12 can help. For one low annual fee, STAR12 gives you unlimited access to the most comprehensive collection of seminar training and online learning resources in North America. In fact, if you join STAR12 today, you'll get a jump-start on the success you deserve by attending **Management & Leadership Skills for First-Time Supervisors & Managers** absolutely FREE! Give yourself the edge you need to achieve your dream career. Join STAR12 today!

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Become a STAR12 passholder today for only \$299, which allows you to attend **Management & Leadership Skills for First-Time Supervisors & Managers** – or any other seminar in the STAR12 learning collection – for FREE! Call 1-800-258-7246.

Corporate Training Solutions Make It Easy for Your Entire Staff to Reap the Benefits of This Training!

Even if you don't have a lot of new managers and supervisors in your organization, chances are good that all your management personnel could benefit from a refresher course on the basics.

With this in mind, why not bring this training to your organization? Fully customizable to meet your unique needs, this training (or any of our training topics) can be delivered where and when you want it. We'll let you choose the trainer that best meets YOUR needs, and you can even custom tailor the contents.

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Mail the registration form to:
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 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 full credit toward a future enrollment. For cancellations made 5 or more business days before the event, you may request a refund less a \$10 enrollment fee. For enrollments made in conjunction with a STAR12 purchase, STAR12 cancellation rules apply – visit the Information Center at www.NationalSeminarsTraining.com.
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

REGISTRATION FORM

1. Enrollment Fee

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 passes.

2. Names of Attendees (Please Print)

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

1. Mr./Ms. _____ Title _____
 Email Address _____
 City/Event #: _____

2. Mr./Ms. _____ Title _____
 Email Address _____
 City/Event #: _____

3. Mr./Ms. _____ Title _____
 Email Address _____
 City/Event #: _____

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

Organization _____
 Address _____ Mail Stop _____
 City _____ State _____ ZIP _____

Approving Supervisor: Mr./Ms. _____
 Email 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 RUCEC 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 Training 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

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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.



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