Whether you're a first-time supervisor or a seasoned manager, this one-of-a-kind event will boost your ability to lead people to optimum performance.

Essential training guaranteed to enhance your leadership skills ... provide solutions for your most challenging issues ... and give you the real-world ideas and techniques you need for management success today.
Three important ways you’ll benefit:

1. **Gain access to the ideas and innovations of today’s best managers.** Listen carefully as the experts reveal technique after technique for sharpening your performance and increasing your effectiveness. Whether you’re a new supervisor or a “veteran,” this eye-opening event will renew your dedication and enthusiasm.

2. **Mix and match your own curriculum to customize the day to meet your unique needs.** We’ve packed a lot of information into just one day … feel free to move in and out of these 10 dynamic sessions as much as you want. It’s your conference and we don’t want you to miss a thing.

3. **Network with your peers.** There will be plenty of time to meet and share insights with other managers. They’ll be an invaluable source of professional wisdom you can tap into at the conference and in the future.

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**CONFERENCE AGENDA**

**Registration**

8:15 – 8:50 a.m.

**OPENING SESSION**

9:00 – 9:35 a.m.

The rules are changing … 12 ways to be an extraordinary manager or supervisor today

9:35 – 9:50 a.m.

**Break**

**TRACK ONE**

How to Inspire People to Do Their Best

SESSION 1

9:50 – 10:40 a.m.

The best of 1,001 ways to spark passion in your employees

**TRACK TWO**

Becoming a More Powerful Leader

SESSION 2

10:55 – 11:45 a.m.

When employees fall into a rut … how to get the magic back

11:45 a.m. – 1:00 p.m.

**Lunch (on your own)**

SESSION 3

1:00 – 1:50 p.m.

Delegation skills that will help you accomplish more in less time

1:50 – 2:05 p.m.

**Break**

SESSION 4

2:05 – 2:55 p.m.

Turn conflict into opportunity

2:55 – 3:10 p.m.

**Break**

SESSION 5

3:10 – 4:00 p.m.

How to handle difficult employees and bad attitudes with ease

Performance management tools that work … for your organization and employees

Nobody said it would be easy … how to cope with the challenges that come with being a leader

What to do when things go wrong

How to conduct a killer interview

How great leaders speak … write … listen … communicate

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Don’t miss the Special opening session:

The rules are changing … 12 ways to be an extraordinary manager or supervisor today

How do exceptionally effective managers and supervisors do what they do in today’s ultra-competitive and swiftly changing business climate? How can you get your performance where you want it to be—faster? This energizing opening session reveals the remarkable answers to these all-important questions … boiled down to 12 incredibly potent practices guaranteed to put you in the winner’s circle.

*Don’t miss it!*

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Enroll today!
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**On-site training and keynote speaking …**

We can deliver this conference right to your company’s door or provide customized, you-pick-the-day training on any program pertinent to your organization’s training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.
Sharpen your skills with fresh, new insights and innovative tools!

Granted, there are countless skills and responsibilities that are required of successful supervisors and managers today. However, one of the most critical—and most difficult to orchestrate—is the ability to achieve results through other people. If you sometimes feel wrung out from your efforts to make sure employees are motivated… get along… run with the projects you delegate to them… and perform the way you expect, don’t feel like you’re alone. The job of a supervisor or manager can seem like a Herculean task at times, no matter how large or small your staff is.

One way you can approach your multiple duties is by doing merely what is expected of you and no more. But, unfortunately, your employees will probably underperform as well.

The Managers and Supervisors Conference is designed for those who choose a second, far more exciting option—to put their hearts and souls into their jobs and perform at their very best. We’ve developed two focused tracks around the foundational skills that are critical to your success. In one day, you’ll gain hundreds of fresh techniques and time-tested approaches for sharpening your skills, reframing your attitude and performing at the top of your game.

How to Inspire People to Do Their Best … Top-performing employees are created by managers and supervisors who know how to spark passion, head off boredom, delegate successfully and recognize and correct employee problems—all skills that will change the way you perform your job and that you’ll learn here.

Becoming a More Powerful Leader … Achieving your true potential as a leader requires the ability to manage performance, interview skillfully and communicate your vision and goals. We’ll show you how to master and pull together these and other capabilities so you’ll be able to stand tall at the end of the day, knowing you made a difference.

FIVE MORE REASONS YOU WON’T WANT TO MISS IT:

1. You’ll learn from the hard times and use them as opportunities to grow. No matter how successful you become, obstacles will still occur. A true leader just keeps on going without losing enthusiasm. In this conference, you’ll learn skills and attitudes that will keep you strong and focused through adversity. From keeping on an even keel to making good decisions, practice these behaviors and you will demonstrate a resolve stronger than any failure.

2. You’ll reap the rewards that come from handling people problems with patience, firmness and objectivity. If you supervise or manage people, sooner or later you’ll have to deal with employees who have the potential to make your life very unpleasant. Here, you’ll examine how to confront employees about issues, get them to see their shortcomings through effective coaching, prevent emotional confrontations and more.

3. You’ll achieve well beyond what has been accomplished by carefully managing how the daily work gets done. The most effective managers continually assess how well their employees are performing, review their progress and make the necessary adjustments. You’ll gain the tools, approaches and strategies that will focus you on the future and what you need to do now to reach your productivity targets.

4. You’ll be seen and respected as a natural, direct, honest and clear communicator. As a supervisor or manager, you’re in a fishbowl. You’re constantly being judged by how you speak in public, convey your ideas, articulate your vision and—of course—inspire others. Discover your leadership voice, as we challenge you to step outside your comfort zone and reach new levels of clarity, using proven techniques all great leaders rely on.

5. You’ll help build a stronger and more profitable organization by hiring the best people possible. In this conference, you’ll gain well-tested principles for developing and improving your interviewing technique—and avoid hiring people who can’t or won’t do the job. If you’re looking forward to making great additions to your staff—as well as enjoying higher morale and achieving greater productivity and lower turnover—this conference is for you.

Your satisfaction guaranteed!

Your complete satisfaction is important to us. If you’re dissatisfied for any reason, let us know right away—we’ll issue you a refund or arrange for you to attend another SkillPath program. It’s that simple.
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SESSION 4: 2:05 – 2:55 p.m.

**Turn conflict into opportunity**
- The 6-step approach to win-win conflict resolution
- 8 critical mistakes successful conflict managers never make
- How to quickly de-escalate an emotional confrontation with an employee, boss or co-worker
- Expressing yourself without accusation, hostility or sarcasm
- Accepting responsibility for your anger: You become angry, no one makes you angry
- How to address a chronic disagreement and arrive at a mutually acceptable action plan for resolution

SESSION 5: 3:10 – 4:00 p.m.

**How to conduct a killer interview**
- The best predictor—by far—of how a candidate will really perform on the job
- Commonly asked questions that are useless—and what to ask instead to get the information you need to make good hiring decisions
- How to stay within legal boundaries when interviewing candidates
- Picking up on signals that a candidate could turn into a real problem on the job
- Handling difficult-to-interview candidates, including those who are arrogant, tell lies or won’t talk

**How to handle difficult employees and bad attitudes with ease**
- Why bosses sometimes fail to recognize—or worse, fail to address—performance problems
- When a problem employee really isn’t a problem
- Are you inadvertently contributing to the problem?
- The importance of taking corrective rather than punitive action
- How to avoid the common mistakes supervisors make when preparing for counseling sessions

SESSION 4: 2:05 – 2:55 p.m.

**How to conduct a killer interview**
- The best predictor—by far—of how a candidate will really perform on the job
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- Handling difficult-to-interview candidates, including those who are arrogant, tell lies or won’t talk

SESSION 5: 3:10 – 4:00 p.m.

**How great leaders speak ... write ... listen ... communicate**
- Too busy to really listen? Could you be cutting yourself off from critical information sources?
- 4 foundational skills you must develop to sound like the leader you are
- The beauty of clear and direct language distilled into 5 core components
- 8 of our very best tips for fearless public speaking—from saying a few words to making formal presentations
- Concerned your message won’t be understood? Here’s a good motto to work by

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**The Managers & Supervisors Conference is coming to your area …**

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**Cancellations and substitutions.**
Cancellations received up to five working days before the conference are refundable, minus a $10 registration service charge. After that, cancellations are subject to the entire conference fee, which you may apply toward a future conference. 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.

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