

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

*The*

# MANAGERS & SUPERVISORS CONFERENCE

*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*

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# 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, setbacks and 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 in a pressure cooker, 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. Understanding how to control your reaction and attitude toward them and persuade them to change is a big step in your growth as a leader. Here, you'll examine how to confront employees about issues, get them to see their shortcomings through effective coaching, prevent emotional confrontations and much 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. That's what performance management is all about. Here, 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. Here, you'll find out what it takes to ramp up your skills in these vital areas. 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.** Most job interviews last no more than an hour or so. Yet the consequences of selecting the wrong person can haunt you for years. 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.

**This conference is a fast track to supervisory and management success!**

Whether you're new to the job or you've been around awhile, you'll leave an expert on motivation, coaching, performance management, counseling, communication and conflict management—after just one intensive day.

## Three important ways you'll benefit:

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

**1. Gain access to the ideas and innovations of today's best managers.** Listen carefully as the experts reveal technique after practical 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 ... so 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.

# CONFERENCE AGENDA

*Attend one track from start to finish ... or mix and match the sessions to customize the conference to your own particular needs.*

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!*

8:15 – 8:50 a.m.		Registration	
<b>OPENING SESSION</b> 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 <i>How to Inspire People to Do Their Best</i>	TRACK TWO <i>Becoming a More Powerful Leader</i>	
<b>SESSION 1</b> 9:50 – 10:40 a.m.	The best of 1,001 ways to spark passion in your employees	Performance management tools that work ... for your organization and employees	
10:40 – 10:55 a.m.		Break	
<b>SESSION 2</b> 10:55 – 11:45 a.m.	When employees fall into a rut ... how to get the magic back	Nobody said it would be easy ... how to cope with the challenges that come with being a leader	
11:45 a.m. – 1:00 p.m.		Lunch (on your own)	
<b>SESSION 3</b> 1:00 – 1:50 p.m.	Delegation skills that will help you accomplish more in less time	What to do when things go wrong	
1:50 – 2:05 p.m.		Break	
<b>SESSION 4</b> 2:05 – 2:55 p.m.	Turn conflict into opportunity	How to conduct a killer interview	
2:55 – 3:10 p.m.		Break	
<b>SESSION 5</b> 3:10 – 4:00 p.m.	How to handle difficult employees and bad attitudes with ease	How great leaders speak ... write ... listen ... communicate	

To enroll, call toll free 1-800-873-7545 or on-line at [www.skillpath.com](http://www.skillpath.com)

## 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

Dream a little ... what could you accomplish if your team was so motivated, you had to hold it back? A committed, energized team can work miracles. In this session, you'll learn the keys to releasing the untapped energy within each employee. Relax ... you don't have to get gushy or act in ways that are uncomfortable. These everyday tips are so simple, they'll become second nature in no time.

- How to inspire people to go the extra mile
- How to make sure your team gets the kudos it deserves
- How to bring people together and build team spirit
- "Jamming"—a supremely efficient way to run a meeting
- One eye-opening reason to make sure you *are* practicing favoritism

SESSION 2: 10:55 – 11:45 a.m.

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

Remember how excited your employees were when they first started with your company? You couldn't hold them back. But now they're in a rut—perhaps because they've been in the same job too long, view their contributions as unimportant or simply lack challenging work. Whatever the reason, it's time for you to step in. Here we'll prescribe a collection of "tonics" based on a little fun, a little psychology and a whole lot of practical insight into what it takes to get back the magic.

- The symptoms of on-the-job boredom—deciding when it becomes *your* problem
- One important thing employees in a rut need that you can easily give them
- The first step toward getting a burned-out employee back on track
- Identifying new tasks and challenges so employees fall in love with their jobs all over again
- Cross-training—how it can inject fresh energy into daily job performance

## TRACK TWO:

# Becoming a More Powerful Leader

SESSION 1: 9:50 – 10:40 a.m.

## Performance management tools that work ... for your organization and employees

Managing when and how the work gets done is hands-down one of the toughest challenges you face. If you don't set clear and realistic expectations, match tasks to employee skills and communicate your vision, your goals may be nothing more than pieces of paper. Attend this session and learn how the principles of performance management can help you develop people who take ownership in their jobs and are continuously stretching, improving and growing.

- Strategies for making employees accountable—and competent—that no manager should be without
- How to unleash the reservoir of pent-up motivation in your employees to make things happen
- Why personality matters when it comes down to who can perform—and who can't
- Tackling the root cause of poor productivity—employees who simply lack the skills to do the job
- How some carrot-and-stick approaches to improving performance are not only ineffective—but harmful

SESSION 2: 10:55 – 11:45 a.m.

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

Being in a leadership role can be a mixed bag. Along with the obvious satisfaction and rewards come tough demands and responsibilities ... you're expected to solve problems, make difficult or unpopular decisions, maintain high credibility, explain "management's" position to employees and be able to maintain your cool in the face of disagreement. In this session, you'll get specific strategies, techniques and ideas to help you cope with the challenges unique to your job.

- Friend ... or employee? Graceful ways to deal with friendship in the workplace
- Achieving that all-important balance: Great ideas for being effective and fulfilled in all areas of your life
- How to maintain a positive outlook when you have to do unpleasant things
- Success skills for the newly appointed manager or supervisor
- 10 techniques for establishing and maintaining high credibility
- Tips on getting to know employees when personal contact is limited
- Believe in yourself! How to get out of your own way and succeed as a leader

Enroll today!  
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[www.skillpath.com](http://www.skillpath.com)

## Don't miss this chance to gain hundreds of techniques and time-tested approaches for sharpening your skills, reframing your attitude and performing at the top of your game

SESSION 3: 1:00 – 1:50 p.m.

### Delegation skills that will help you accomplish more in less time

You've assembled a team of great employees. You've fired them up with motivation. Now give them a chance to reach their full potential by delegating projects and authority to them. In this session, you'll discover when, how and what to delegate ... how to overcome your fear of letting go ... and how to use the power of delegation to encourage employees out of their comfort zones and into new levels of performance.

- What makes a good delegator
- A simple method guaranteed to stop reverse delegation
- Empowerment by delegation ... as easy as 1-2-3
- How to set employees free to perform without losing control
- The 3 most common problems you'll encounter when delegating and how to break through them

SESSION 4: 2:05 – 2:55 p.m.

### Turn conflict into opportunity

As a manager continually striving to promote teamwork and cooperation, don't overlook the golden opportunity hidden in a workplace conflict. Yes ... disagreements, anger and emotions can damage relationships and hurt productivity. But in this session, you'll learn how to skillfully manage conflicts to get positive results—a stronger team, more allies and an improved bottom line. You'll walk out with a fresh, new attitude toward conflict and the know-how to put this potent tool to work for you.

- 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 handle difficult employees and bad attitudes with ease

Nothing can help you achieve success more quickly than a team of people committed to your goals. But sometimes a difficult employee will test your limits and threaten to undermine all your hard work. You must step in ... and this “here's-how-to-do-it” information makes it easier and less stressful. You'll learn what to say and do to address the employee, correct the behavior and keep your team moving full speed ahead.

- 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 3: 1:00 – 1:50 p.m.

### What to do when things go wrong

No one's immune to failure ... in today's competitive environment, the essential survival skill that separates the winners from the losers is the ability to bounce back. In this session, you'll learn how to rebound after a defeat, strategies for beating stress, tips on acting decisively and how to turn setbacks into springboards to success.

- All eyes are on *you* ... tips on maintaining an “even keel” and sending the right message to employees when there's a problem or crisis
- Is it time to pull the plug? How to keep a problem from turning into a disaster
- Strategies for steering clear of “analysis paralysis” ... how to make good decisions even when it seems nothing's going right
- What to say to employees—and how to say it—when you're the bearer of bad news
- 6 things you can do to minimize stress in the face of tremendous pressure
- How to provide the kind of backup and support your employees need
- The secrets to learning from mistakes ... and creating opportunities out of them

SESSION 4: 2:05 – 2:55 p.m.

### How to conduct a killer interview

We've all done it—hired candidates who seemed great in the interview but turned out to be gigantic headaches on the job. You can probably still feel the pain—both financial and emotional—of having to get rid of that “bad fit.” Here, we'll introduce an interviewing system with built-in predictability so that you know the person you hire has what it takes to be truly successful on the job. If you're tired of basing hiring decisions on hunches, this new process of planning and conducting interviews will change your mindset and radically improve your ability to pick the winners.

- 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

SESSION 5: 3:10 – 4:00 p.m.

### How great leaders speak ... write ... listen ... communicate

What would it be worth to you to feel on top of your ability to think on your feet, respond appropriately (instead of just react) to situations, lead meetings, speak before groups, write memos and e-mails with finesse? This session gives you the opportunity to take charge of the most important leadership skill of all—effective communication—without making embarrassing mistakes. Come learn the “how-to's” of communicating in formal and informal settings, interacting with poise and professionalism up and down the ladder and gaining the respect of others you need to do your job.

- 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

## America's top 500 companies can't be wrong

### We guarantee results

If you're not happy, we're not happy. Go back to work and apply what you learned at the conference.

If you're not absolutely delighted with the results you achieve, write to us right away. We'll issue you a refund or arrange for you to attend another SkillPath program without paying another penny. That's our guarantee!

Top-notch trainers, comprehensive materials and our guarantee of satisfaction ensure that a quality learning experience awaits you at every SkillPath program—three of the reasons that all 500 of the Fortune 500 companies choose us to train their people. We hope you will too. After all, when you need training, why settle for less than the best?

**SkillPath's continuing support ...** We don't just stand behind our programs, we stand behind *you*. If, after attending the conference, you're faced with a problem and don't know where to turn—try us. Just send a brief description of your particular problem or question and one of our specialists will promptly respond. Where else can you find that kind of support? *Nowhere but with SkillPath.*

## Important information

**Our registration table opens at 8:15 a.m.** When you arrive at the hotel, please check the directory for the exact location of the conference. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your conference materials and direct you toward your seat. You'll also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

**We begin at 9:00 a.m. on the dot and wrap up at 4:00 p.m.** Lunch is on your own from 11:45 a.m. to 1:00 p.m. Why not invite another participant to dine with you? You can share information, review the morning and make the day even more enjoyable.

**Parking.** We do our best to find conference facilities that have all the pluses we look for: Convenient location, great meeting rooms, courteous staff and plenty of free parking. However, some facilities have paid parking only. You may want to check with the facility personnel to determine parking fees—often they can direct you to free parking just around the corner.

**Audio/video recording.** Our programs—both what you see and what you hear—are fully copyrighted by SkillPath. No audio or video recording, please.

## Still haven't picked up the phone?

*Five more good reasons why you will want to attend this conference ...*

- 1. The speakers are the best ... period.** They're pros who have a proven record of effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with one of the most interesting days you've ever spent.
- 2. We give you only the most important, important information.** There's a lot of information out there that could take you years to gather on your own. In one fast-paced day, we'll give you what we believe is the best, most important information to help you be the best you can be.
- 3. Practicality is emphasized.** You will leave this conference with specifics you can apply immediately. And you won't go home empty-handed. You'll leave this conference with a Certificate of Attendance; a soundly researched, unabridged workbook; and step-by-step guidelines for using the information you've just learned. We promise you'll get results your very next day back at work.
- 4. The value is unbeatable.** Not only is our enrollment fee a great value, when four or more enroll from the same organization, you'll enjoy a significant discount.
- 5. Our guarantee is unconditional, straightforward and the very best in the industry.** How can we be so confident? Because we work hard *before* the conference to make sure you're happy *after* the conference. Pertinent, up-to-date information you can really use, a convenient conference location, registrars who are courteous and helpful and speakers who grab your attention and take you on an exciting journey full of fun and *facts*. We believe you'll love every minute of it.

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Please list additional registrations on a separate sheet and attach.

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## Registration information

1. For the fastest service, phone 1-800-873-7545 or 1-913-677-3200. Our customer service representatives will be happy to take your enrollment. The easiest way to guarantee your place is to pay with a credit card when making your reservation, or you can mail in your payment before the conference date.
2. Visit our Web site at [www.skillpath.com](http://www.skillpath.com) for easy on-line registration.
3. Or send your enrollment to us by e-mail at [enroll@skillpath.com](mailto:enroll@skillpath.com). Please include the following information: Name and mailing address; session you wish to attend; your VIP number as it appears on your mailing label; approving manager and billing information.
4. If you prefer to fax us your registration, the number is 1-913-362-4241. Please include credit card information or mail in your payment before the conference date.
5. Of course, you can complete the enrollment form, clip it and mail it with payment to: SkillPath Seminars, P.O. Box 804441, Kansas City, MO 64180-4441.

Whatever your method of registration, be sure to enroll right away since space is limited. As soon as we receive your enrollment, we'll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn't arrive before the conference, be sure to go anyway. We'll be expecting you. Walk-in registrations are welcome on a space-available basis only.

**Your tuition is tax deductible.** Even the government smiles on professional education. All expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills are tax deductible according to Treasury Regulation 1.162-5 Coughlin vs. Commissioner, 203 F2d 307.

**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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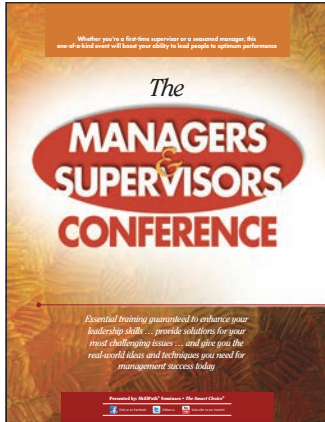
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