

Gain the latest and best techniques for  
effectively managing and supervising people

# How to Excel at Managing and Supervising People

We're  
coming  
to your  
area ...

**L**earn the vital skills you need to successfully handle all your supervisory challenges ... taught exclusively in this hands-on, two-day workshop

Whether you're new to the job or well-established, you'll take home dozens of fresh ideas, imaginative solutions and best practices you can use the very next day.

You'll learn to:

- Speak ... write ... communicate—clearly and tactfully
- Get organized and become an efficiency pro
- Make the skills of today's best supervisors second nature
- Deal quickly and professionally with every performance problem
- Give criticism in a way that creates positive behavior—not resentment
- Use your inner creativity to become a standout at problem solving
- Capitalize on your inner strengths to build an unstoppable team

**And that's just the tip of the iceberg. See inside for complete details.**



# Get what you need to succeed: Innovative ideas and fresh new approaches to supervisory success



**S**o much is expected of supervisors today as they step forward and take on the challenges of leadership

We don't have to tell you how demanding, fraught with uncertainty and just plain hard your job can be. Every day you wake up to a myriad of management responsibilities to carry out, issues to keep up on and problems to take care of.

Of course, you're expected to be able to do it all flawlessly ... from managing change to finding new solutions to stubborn problems to supervising a workplace of diverse employees and more.

That's a tall order for any supervisor because today's work world is changing at warp speed. In the blink of an eye, the solutions you relied on yesterday can become outdated and useless.

## Here's the bottom line:

To succeed in your expanding role, you've got to get in tune with the times ... and keep one step ahead of the changes.

That means continually updating your skills and seeking out all the freshest ideas, latest strategies and cutting-edge techniques you can get your hands on.

That's where this intensive, hands-on workshop comes in. In just two days, you'll get the most up-to-the-minute information and exciting discoveries available on how to manage change, motivate, discipline, delegate, inspire, problem solve ... all the critical skills you need to succeed as a supervisor.

## Become a more effective, more successful supervisor—in just two days ...

Have you ever felt like you're stuck in a supervisory rut? That there's no free time to seek new ways of approaching your duties? Do you wish you knew how other supervisors handle the same puzzling problems you face? Then this energetic workshop's for you.

It provides a rare opportunity to step back ... polish your skills ... and renew your energy and commitment to supervisory excellence. If you want to zero in on the key areas of improvement needed to boost performance, productivity and the bottom line, this is the place.

In just two days, you'll gain skills that will give you a tremendous edge in your job now and throughout your professional future, like how to:

- Communicate like a leader
- Handle sensitive employee situations with diplomacy
- Inspire people to try harder—and succeed
- Stop negativity from spreading
- Deal with know-it-alls, foot-draggers ... every problem employee
- Make better decisions about time management to get more done

If you're new to the job, this upbeat workshop will break you in fast. If you're experienced, it will help you polish your skills to get even better.

Every supervisor will walk away with an arsenal of up-to-the-minute information, bold strategies and proven-to-work approaches. You'll feel motivated, energized and prepared to tackle any tough situation that comes your way.

Don't miss this opportunity to spend two full days focused on *your job* and *your unique problems* ... each day packed with ways to guarantee your success in your ever-expanding role as supervisor and leader.



## This workshop's for you if you need the latest information out there on how to ...

- Project the image of a strong, confident and capable role model to employees
- Think and perform like a leader and enjoy the amazing results that follow
- Adapt your leadership style so you can better coach, discipline and motivate your people to succeed
- Accomplish more of the things you want each day without burning the midnight oil
- Act promptly and appropriately to correct problem personalities who can make life miserable
- Demonstrate in a positive way to employees how change can work for—not against—them
- Keep your team on track, heading toward the same goal and achieving the objectives important to your company
- Gain a fresh perspective on motivating your employees so they're virtually unstoppable
- Get credit for all your good work by learning how to position yourself and your accomplishments

## Do you need this course?

- Has your career reached the point where knowledge of the latest strategies is critical to your success?
- Do you rely on traditional ways of handling problems because you haven't had the opportunity to learn new approaches?
- Are you busy 24/7 with no time to stop and think about how you could be even more effective?
- Do you feel like you're operating in the dark when it comes to dealing with some of the unfamiliar issues that arise in today's changing workplace?
- Do you ever think "there must be a better way"?

If you answered "Yes" to even one of the above questions, this workshop will be one of the best investments of time and money you'll ever make—hands down.

To enroll,  
call toll free  
**1-800-873-7545**  
or on-line at  
**www.skillpath.com**

## And here are even MORE great reasons to attend:

### Step back, catch your breath and focus

on your career in a unique environment where your professional growth will be nothing short of phenomenal.

### Unleash your creative side

in stimulating discussions and idea-generating sessions that take problem solving to a whole new level.

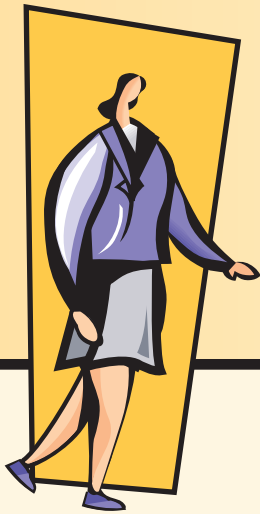
### Get involved

in hands-on exercises and practice sessions where you can try out new skills in a "we're in this together" environment.

### Get up to speed

on crucial legal, management and motivation information you and your organization simply can't afford to be without.





# Workshop Outline

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

## Brought to you by SkillPath—

The Smart Choice® for  
managers and supervisors  
serious about success

SkillPath trains thousands of achievement-oriented professionals like you every month, from organizations of all sizes and all types—business, government, health care, education and the military. Our workshop leaders are a select group of trainers at the top of their profession—skilled teachers with a tremendous depth of knowledge in their respective topic areas. Our commitment to providing you with the highest-quality learning experience possible has made SkillPath the fastest-growing training company in the world. Attend this workshop and experience for yourself the positive effect of powerful ideas, skillfully presented.

## Day One

### Add leadership to your repertoire of skills

- Your leadership style: What's good about it? What needs work?
- Firsthand advice on becoming a role model *everyone* looks up to
- How to give direction (not orders) so others jump into action
- Moving from the details to the big picture—a leadership must
- Serious about getting more done? It's simple—delegate!
- Boss vs. buddy: Which are *you* to employees?
- What great leaders do to get people to follow
- Use the power of assertiveness to open lines of communication and get things done

### Wear all your supervisory hats successfully

- Avoid the 5 things that can derail even experienced supervisors
- Telecommuting, job sharing, flextime: What the books WON'T tell you about managing *today's* employees
- How to communicate the benefits of technology—rather than dwell on the problems
- Close the generation gap! How to get Boomers, Gen-Xers—everyone—to work together
- Are you a leader still trapped in a boss's mentality?
- Becoming a diversity champion—here's where it all begins

### Positive ways to inspire, guide and lead

- Steps to conducting performance evaluations that improve behavior and morale
- Know which buttons to push to get employees to give their ALL

- Why supervisors often fail when giving criticism
- What's personality got to do with performance? Plenty!
- The hidden reasons behind why employees do what they do—performance problems solved!
- Ways bosses actually *discourage* employees from working harder
- Discover what employees need and expect from you

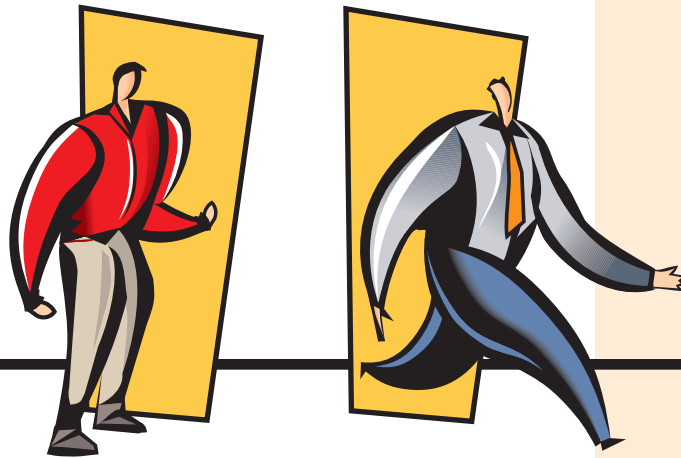
### Manage unwanted behaviors and attitudes

- Dealing appropriately with drugs, alcohol and other sticky personnel issues
- 6 ways to get problem employees to change
- Stop butting heads with employees who challenge you, know everything or dominate
- Transforming “can't do” attitudes to “can do”
- Lighting a fire under the employee who's nice—but lazy
- The rules of managing people are changing—what you need to know and do now
- Zap negativity ... before it spreads out of control

### Take command of the creative process

- Good-bye status quo: How to make new ideas part of every employee's job description
- Stuck on a stubborn problem? Innovative ways to find a quick solution
- Does your work environment encourage—or squelch—innovation?
- How to fit “dream space” into your employees' workday
- How to train your brain to think in new and profitable ways
- Beyond the suggestion box—idea-generating tactics that work like magic

Two days—that's all it takes to gain these powerful management skills



## Day Two

### Communicate like a leader

- Business writing tips you can use now to make sure your memos and e-mail messages get your point across
- Become aware of credibility-robbing speech habits—and eliminate them
- Deliver bad news, say “No,” turn down requests—with tact
- Develop radar that instantly detects when people misunderstand you
- Listening “how-to’s” that make it easy to connect with others
- Communication traits employees look for and admire in a leader
- Ever get the feeling your feedback goes in one ear and out the other? Here’s the solution

### Recruit, hire and develop great employees

- Money’s the secret to getting good employees to stay—WRONG!
- Interviewing strategies for avoiding bad hires that cost time and money
- Inside the exit interview: The real reasons why employees move on
- The pros and cons of making counteroffers when employees resign
- Recruiting and hiring the best—an expertise supervisors can and *must* develop

### Coach employees through change and transition

- Positive ways to present change to employees—and relieve anxiety
- Your best options when employees don’t see change the way you do
- Poorly managed organizational change: Do you recognize the tell-tale clues?

- Kid-glove techniques for helping employees see opportunity—not threat—in change
- Put yourself in their shoes: 7 hard facts about how employees really feel about change

### Essential supervisory tools to master now

- How to define and organize priorities and accomplish more than ever
- What to do to detect—and stop—employees who are fooling around on the Web and with e-mail
- Self-management habits the most successful supervisors practice daily
- Maximizing the Internet ... a supervisor’s best friend
- Managing deadlines, time, projects and priorities: Why make it harder than it has to be?

### Plan your professional future

- Smart tips for attracting the favorable attention from higher-ups that you deserve
- What drives today’s most successful supervisors? The answers revealed
- Questions to ask yourself to put your job ... your career ... your future into focus
- Got the “blahs”? How to get—and stay—motivated on the road to supervisory success



### On-site training and keynote speaking ...

We can deliver this workshop 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.

### We guarantee results

If you’re not happy, we’re not happy. Go back to work and apply the management techniques you learned in our workshop. 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 workshop without paying another penny. That’s our guarantee!

To enroll,  
call toll free  
**1-800-873-7545**  
or on-line at  
**www.skillpath.com**



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

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 workshops, we stand behind *you*. If, after attending the workshop, you're faced with a management question 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. on the first day.** When you arrive at the hotel, please check the directory for the exact location of the workshop. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your workshop 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 each day 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 each day even more enjoyable.

**Parking.** We do our best to find workshop 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 program ...*

- 1. Our trainers are the best ... period.** We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with two 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 two fast-paced days, 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 seminar with specifics you can apply immediately. And you won't go home empty-handed. You'll leave this workshop 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 among the lowest you'll find, 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 workshop to make sure you're happy *after* the workshop. Pertinent, up-to-date information you can really use, a convenient meeting location, workshop registrars who are courteous and helpful and a trainer who grabs your attention and takes you on an exciting journey full of fun and *facts*. We believe you'll love every minute of it. Millions of satisfied participants from around the country are sold on SkillPath workshops. Why not join them?

# Registration Information

- 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 enrollment is to pay with a credit card when making your reservation, or you can mail in your payment before the workshop date.
- Visit our Web site at [www.skillpath.com](http://www.skillpath.com) for easy on-line registration.
- 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.
- 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 workshop date.
- Of course, you can complete the enrollment form below, 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 workshop, be sure to go anyway. We'll be expecting you. Walk-in registrations are welcome on a space-available basis only.

**Yes,** I can't wait to attend ...

## How to Excel at Managing and Supervising People



Please fill in the city and date where you'll attend

Workshop city: \_\_\_\_\_  
 Workshop date: \_\_\_\_\_  
 Workshop city: \_\_\_\_\_  
 Workshop date: \_\_\_\_\_  
 Workshop city: \_\_\_\_\_  
 Workshop date: \_\_\_\_\_  
 Workshop city: \_\_\_\_\_  
 Workshop date: \_\_\_\_\_

Your Preferred Customer Number: \_\_\_\_\_

Your VIP Number: \_\_\_\_\_

Please fill in the spaces above with the information that appears on your mailing label.

**SkillPath's FREE e-newsletter—get it today!** Our e-newsletter brings some of the greatest ideas from SkillPath's most popular courses right to your desktop or laptop. It's easy, it's free—and it has something for everyone in your organization: Skill-building articles, software tricks, seminar schedules and special discounts. Subscribe yourself—and all the key members of your staff—today at [www.skillpath.com](http://www.skillpath.com).

**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 workshop are refundable, minus a \$25 registration service charge. After that, cancellations are subject to the entire workshop fee, which you may apply toward a future workshop. 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.

**Continuing Education Credit:** SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance.

**SkillPath is registered with the National Association of State Boards of Accountancy (NASBA)** as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37219-2417. Web site: [www.nasba.org](http://www.nasba.org). This seminar qualifies for 12 CPEs. Previous work experience and/or background knowledge should be obtained before attending this seminar. Program level: Intermediate. For more information regarding administrative policies such as complaint and refund, please contact our offices at 1-800-873-7545.

## Five easy ways to register:

### By Phone

1-800-873-7545  
or 1-913-677-3200

### On-line

Enroll on-line at  
[www.skillpath.com](http://www.skillpath.com)

### By E-mail

[enroll@skillpath.com](mailto:enroll@skillpath.com)

Please include:

- Name and mailing address
- Session you wish to attend
- Your VIP number as it appears on your mailing label
- Approving manager
- Billing information

### By Fax

1-913-362-4241

### By Mail

Complete and mail enrollment form to:

SkillPath Seminars  
P.O. Box 804441  
Kansas City, MO 64180-4441

To enroll by phone call toll free 1-800-873-7545.

Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form.

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Title \_\_\_\_\_ Program No. \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Title \_\_\_\_\_ Program No. \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Title \_\_\_\_\_ Program No. \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Title \_\_\_\_\_ Program No. \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

Please list additional registrations on a separate sheet and attach.

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Approving Supervisor \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Telephone \_\_\_\_\_ Ext. \_\_\_\_\_

Fax \_\_\_\_\_

### Payment Information (Please pay before the workshop):

Please add applicable state and local tax to your payment for programs held in Hawaii, South Dakota and West Virginia.

Confirming phone registration: # \_\_\_\_\_  Charge to:  MasterCard  Visa  
 Check enclosed payable to: **SkillPath Seminars**  Discover  AmEx  
 Mail to: SkillPath Seminars, P.O. Box 804441, Kansas City, MO 64180-4441 Card number \_\_\_\_\_  
 Check # \_\_\_\_\_ Check amt. \_\_\_\_\_ Expiration date \_\_\_\_\_  
 Purchase order attached: # \_\_\_\_\_ Signature \_\_\_\_\_  
 Invoice my organization Attention: \_\_\_\_\_



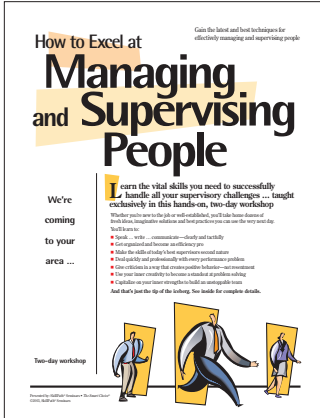


**SkillPath Seminars**  
6900 Squibb Road  
P.O. Box 2768  
Mission, KS 66201-2768

a division of The Graceland College Center for Professional Development and Lifelong Learning, Inc.

**NONPROFIT ORG.  
U.S. POSTAGE  
PAID  
Graceland College Center  
for Professional Development  
and Lifelong Learning, Inc.**

Time-Sensitive Material



Bring your skills up to date and discover exciting new solutions to the challenges you face

ESP2 #06101 **A**

PLEASE RECYCLE

Printed in the USA

How to Excel at

# Managing and Supervising People

**L**earn the vital skills you need to successfully handle all your supervisory challenges ... taught exclusively in this hands-on, two-day workshop

Gain the latest and best techniques for effectively managing and supervising people



A sample of the companies that turn to SkillPath for quality training:

*U.S. Postal Service  
Texas Instruments  
Anheuser-Busch  
MCI  
USDA Forest Service  
The Toro Company  
McDonnell Douglas*

*University of Iowa  
City of Los Angeles  
Marriott Corporation  
Intel Corporation  
Kaiser Permanente  
Dallas Morning News  
U.S. Dept. of Labor*

*Hitachi Instruments  
Visiting Nurses Assoc.  
Xerox  
Eastman Kodak  
Hallmark  
NASA  
Proctor & Gamble*

*PepsiCo  
Dictaphone  
Federal Aviation Administration  
DuPont  
IRS  
U.S. Navy  
State Bar of California*