



SkillPath
SEMINARS

How can female supervisors and leaders overcome the obstacles and challenges they face and get to the top? **It all starts here ...**

Leadership & Management Skills for Women

We're
coming
to your
area ...

A premier professional development event for women in supervisory positions and leadership roles

Two days—that's all it takes to learn how to ...

- Recognize and eliminate behaviors that hinder your success
 - Address conflict promptly and directly—like a leader
 - Speak up in meetings without hesitation
 - Push back diplomatically when requests and deadlines are unreasonable
 - Ask others for feedback and use it to grow and develop
 - Deal decisively with problem employee behavior
 - Build your own system for motivation that's as individual as your employees
 - Find a sustainable balance between your work and personal life
- And much more! See pages 4 – 5 for the complete workshop outline.

To enroll:
Call toll-free **1-800-873-7545**,
online at **www.skillpath.com**

Is your leadership career going according to plan?

In just two days, build essential supervisory and leadership skills that will put you on the fast track

Are you embarking on your first leadership role? Or assuming assignments with increased responsibility and visibility? You may never get another chance like this to upgrade your skills, energize and refine your supervisory approach and adopt winning attitudes that will make all the difference in your success.

You'll learn how to see yourself and be seen by others as a leader ... light the fire in your team and keep it burning ... assess where you stand in your organization ... and prepare for the next level of success. Spend two days with us and walk out knowing how to:

- Know thyself—embrace who you are and accept who you're not
- Prepare for unseen barriers in your leadership career
- Drive your employees and teams—5 things successful female leaders *don't* do
- Find your own authentic communication style
- Discover how others see you through feedback you elicit
- Have a voice and be listened to and heard
- Develop the right mindset—this is where strong leadership starts!
- Take advantage of the 6 newest tools every leader today needs

Great leadership—it's gender-blind.

There's far more to leadership than gender. Leaders face the same challenges, deal with the same feelings and share the same goals—regardless of whether they're men or women. They also share the same skills and traits.

In this seminar, you'll learn how to adopt and practice these five crucial traits of effective leadership:

- 1 Managing conflict.** Yes, egos, jealousy, power struggles and other conflicts can be tough to manage. And they'll quickly overrun your goals and agenda if you're not careful. This seminar delivers specific techniques that will enable you to step in and "handle it"—even in the most difficult circumstances.
- 2 Being heard.** Have you ever had something to say in a meeting, but bit your tongue instead? Or spoke up without thinking things through? Great leaders don't just speak up. They are listened to. Find out in this seminar how to let go of fear, express your ideas and contribute to your organization in ways only you can.
- 3 Managing how you're perceived.** A strong professional image can take years to build, but it can be lost in a moment with a careless comment or a power-robbing habit. Here's your opportunity to learn how to develop and protect one of your greatest assets—your reputation as a leader.
- 4 Getting employees to perform.** Do you lie awake at night thinking about that one employee who is difficult, doesn't perform to your standards or stirs up trouble on your team? Great leaders don't stew. They take action. We'll show you how to handle your biggest headache—employees who don't or won't perform—without all the frustration and dread.
- 5 Developing a thick skin.** Leaders are criticized, labeled and second-guessed every day. It comes with the territory. In this seminar, you'll learn how to avoid overreacting, stay calm and listen while positioning yourself as a role model to others.

Ready to develop the five traits that will help you become the leader others watch and follow? Register now.

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at **www.skillpath.com**

A special message from your workshop leader ...

The news is good:

Women are finally well represented in supervisory and management positions in most organizations across the country.

Yet, despite these visible signs of success, many of us are finding the road to leadership success rocky.

Ever feel like you run into unspoken rules, imaginary boundaries and contradictory messages every which way you turn? Do you find that you have to “prove yourself” again and again—that others don’t feel you’re as credible as your male counterparts?

If you’re nodding your head in agreement (and, trust us, virtually every woman in our position is), we’re excited to tell you about *Leadership and Management Skills for Women*. It’s one of those rare opportunities to acquire important leadership skills and use those newfound skills to gain the respect of co-workers and those you supervise. It’s filled with insights into the special and often-overlooked talents female leaders can bring to the table and cutting-edge tactics successful female leaders are using right now to make things happen in their organizations.

You’ll master the specific set of skills and tools you need to carry out every one of your demanding responsibilities with unshakable confidence and competence. Learn new, *better* ways to communicate, delegate, discipline, coach, motivate ... and take the place you so richly deserve at the leadership table.

Why is this workshop a must-attend?

- It’s a two-day learning experience tailor-made for female leaders (like you) who face difficult challenges every day and need solutions that work
- You’ll leave the workshop not only a better manager and leader, but someone inspired to reach for higher levels of success in all aspects of your life—and with the know-how to achieve it
- Most importantly, you’ll network and share ideas with like-minded women from your area looking to make their mark as successful leaders and major contributors to their organizations

A quick phone call to enroll in this important workshop right now is all that’s standing between you and the respect and credibility you deserve as a leader and manager. Make that important decision now and call **1-800-873-7545** or enroll online at **www.skillpath.com**. You’ll be glad you did.

Workshop Outline

Program hours:
9:00 a.m. to 4:00 p.m. each day

DAY ONE

See yourself—and be seen by others— as a leader

- *Bossy ... moody ... emotional ...* overcoming the labels women sometimes get saddled with
- A simple exercise to define your leadership identity and its effect on others
- How to strip back the layers, create your own personal brand and let it blossom
- Honestly assess where you need improvement—even small changes pay big dividends!
- 5 leadership tests no woman escapes
- Countering gender bias: Tips ... and a few warnings

Develop all the right stuff

- Stop trying to “fit in”—the benefits of being who you naturally are
- Understanding your leadership style and how to play into your strengths and downplay your weaknesses
- 5 specific actions you can take today to improve your leadership
- How to separate being *liked* from being *respected*
- 2 types of networks that will help you get things done
- How to take credit for your accomplishments without bragging
- Increasing your visibility: How to overcome the double bind women often find themselves in
- How to stop talking too fast, apologizing, over-explaining—and making other credibility-robbing mistakes

Project credibility and earn the respect you deserve

- Your employees want more money, more responsibility, more *everything*—could you be creating a culture of entitlement?
- Boss ... or friend? How to avoid mismanaging the emotional distance between yourself and your employees
- Emotional intelligence: It's not a “girl” thing ... it's a leadership requirement
- A new mental script for controlling your behaviors, tendencies and impulses
- How to use social media to advance your career—not derail it

Always communicate purposefully and meaningfully

- How really listening can make you a much better leader
- How to be heard in meetings: Pounding the table won't work, but these tips will
- How to accept responsibility for a mistake and put a positive spin on it
- Communication breakdown: If you can't get your message across, how can anyone act on it?
- How to astutely read an individual or group and adapt your communication style accordingly
- Emotional intelligence in action! 5 tips you'll use every day
- How to get over pre-presentation nervousness and speak comfortably before groups of any size
- How to courteously but firmly take back the floor in meetings when interrupted
- How to say “no” when appropriate—without sounding like the “Queen of Mean”

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DAY TWO

Light the fire in your team ...

- The #1 leadership lesson: It's not about you; it's about your people
- How the entire process for finding and bringing top talent on board has changed
- You have a plan for creating a diverse culture—but do you have the passion?
- Do employees run to you with every little thing? Telltale signs you may be overprotective
- Getting even the most contrary employees to do what they're supposed to do
- The key to motivating the unmotivated: Be very good at these 5 things
- How to supervise employees with different values, lifestyles and views ... and reap the positive benefits
- Why bother to delegate? Because both you *and* your employees win

... And keep the flame burning

- 2 things to never forget about keeping good employees happy
- 3 golden rules for setting team goals that stick
- Feel uncomfortable giving praise? Why successful motivators don't think that way at all
- How to keep your feedback positive—even when the employee is angry or has endless excuses
- Using the technique of fait accompli to get what you want—end of discussion
- Addressing poor performance: Avoid soft-pedaling that can come back to haunt you
- Got bad attitudes on your team? How to set and enforce a zero-tolerance policy
- Disciplining employees: How to be known as firm but fair

Turn around challenges and become an opportunity-driven leader

- How to disagree without being negatively labeled behind your back
- Conflict: Fight or flight? Here's a better option
- 7 top sources of conflict on the job—and how the wisest female leaders handle them
- When disagreements arise ... step into a leader's role by adopting these 3 behaviors
- How to appear immune to cruel words, potshots and personal attacks (even when you're not)
- When it's okay to show emotions, when to rein them in and how to tell the difference
- Dealing with hotheads, know-it-alls and other difficult characters: Is your leadership showing?

Assess where you stand—and where to go from here

- How to ask others for honest feedback—without seeming weak or putting anyone on the spot
- Mentors: You can have more than one—in fact, you *should*
- How to create your personal vision statement that defines your purpose and guides your future—25 words or less, please!
- Dispelling the myth that women must work twice as hard: Are you overloading yourself?
- Before putting work ahead of your personal life ... a few things to think twice about
- Expand your possibilities! Don't pigeonhole yourself or allow others to
- Passion: Why it's one of the top qualities people want to see in their leaders
- What top managers really look for when deciding whom to promote
- No resting on your laurels: How to seek new opportunities to take risks ... take charge ... and prime the pump for change

Gain insider secrets, innovative ideas and—best of all—encouraging support

The payoffs for attending this workshop are a stronger set of leadership skills, an increased confidence in your management abilities and the invaluable experience of sharing time and ideas with an elite group of your peers. Why not invest in yourself today? With our 100% money-back guarantee, you have nothing to lose and so much to gain.



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.



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.

5 more benefits of attending ...

- 1 Develop the emotional intelligence that defines a top-quality leader.** Explore how to understand and express your own emotions and understand, interpret and respond to the emotions of others ... and become more satisfied and successful—at work and at home.
- 2 Learn the new rules for communicating clearly and confidently—when it matters most.** No need to wonder if you're being heard and your contributions acknowledged—this workshop will provide you with specific techniques and strategies for communicating positively and with less stress than ever before.
- 3 Discover practical techniques and strategies for getting the support of those around you.** If there are times you feel like you're talking to a brick wall, this workshop is for you. You'll learn simple changes for winning employee approval ... and getting what you need to have done, done.
- 4 Get the secrets to negotiating unreasonable deadlines and demands with professionalism.** During the workshop, you'll get lots of innovative ideas for saying "no" effectively. Develop a winning combination of diplomacy and speaking skills, and you'll have what it takes to keep everyone happy ... including yourself!
- 5 Increase your effectiveness and satisfaction at work and home—and eliminate a lot of stress!** You'll get hundreds of practical solutions that address your attitude, vision and unique work and personal challenges ... which means you'll steer clear of working twice as hard, have confidence in your management abilities, lead better and get more fulfillment than ever from your career and life!

How do you know if this workshop will help you?

Simple. Read the following list of characteristics of successful female leaders. Then check (✓) those that you can honestly say describe you most of the time.

- My style of communication is straightforward, and my message is always understood.
- I've been told I give helpful feedback to employees.
- I would say that when it comes to using emotional intelligence, I'm the best.
- I have a reputation for truly valuing people with different views, values and lifestyles.
- Most people would describe me as in control—of both my emotions and behavior.
- I'm known for not backing down from conflict.
- I would say I know where I'm headed professionally and how to get there.
- My networking ability is above average.
- I'm comfortable demonstrating my leadership at all levels in the organization.
- I'm fully aware of how to use my natural strengths to get my job done.

If you checked all 10 items, you should be teaching this workshop!

But if you checked only a few (or none), then this workshop was developed with you in mind.

Not only will these characteristics critical for success be explored, but you'll also learn the essential behaviors and attitudes proven to move women forward in their careers.

To enroll: Call toll-free **1-800-873-7545**, online at www.skillpath.com

It's easy to enroll!

Online: www.skillpath.com

By phone: 1-800-873-7545

By email: enroll@skillpath.com

By fax: 1-913-362-4241

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

When enrolling, please include: Name and mailing address, session you wish to attend, your VIP number as it appears on your mailing label, approving manager and billing information.

Registration Information

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 v. Commissioner, 203 F2d 307.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$25 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. 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). Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. 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. This course qualifies for 12 contact hours.

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 seminar. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your seminar 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 seminar 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.

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