Dear Friend,

I’m often asked what the “formula for success” is. It’s an interesting question because it’s impossible for me to answer for anyone else but me. What I would consider being successful could be completely opposite to what you think it is.

While success means different things to people, the formula for getting there is the same for most of us, and it’s the theme of this catalog:

\[
\text{(Passion + Training) \times Action = Success!}
\]

Simply put, be passionate about your life and career. Add training like the skill-building events contained in this catalog. Finally, multiply that by putting what you learn with us into immediate action at work, and you’ll become a more effective and productive person! After that, whatever success means to you should come easier than ever before. We know this because over the years, we’ve helped more than 10 million of your peers find their formulas for success, and we know we can help you too.

We’ve filled this catalog with the best training sessions, Webinars and other live events conducted by world-class trainers, as well as books, DVDs and CD-ROMS that allow you to train on your own and at your own pace. From communication skills training (both verbal and written) to time and project management tips that keep your work on track, you’ll get it here. If you need to sharpen your hard skill set, we’ve got management, finance and accounting, HR and OSHA training. Plus, we have computer software training that will increase your productivity the very next day when you return to work.

Now is the perfect time to sharpen your business knowledge and skills and knock off any rust accumulated from a summer break. We’re very proud that you chose us to help you figure out your own formula for success!

Sincerely,

Denise Dudley, PhD
Founder, SkillPath Seminars

“Some people dream of success, while other people get up every morning and make it happen.”
—Wayne Huizenga

KEY ADVANTAGES of attending a SkillPath or NST seminar for learning solutions you can count on

1. Take a guided tour of the most important and accurate teaching points on your specific subject matter
2. Get away from the distractions and chaos of the office, and you’ll return relaxed and recharged
3. Meet and exchange ideas with other attendees
4. Prepare for an innovative learning experience like no other
5. Ask questions, share ideas and get immediate feedback from a topic expert

LIVE, face-to-face training is still your best way to learn!
LEADERSHIP SKILLS (SkillPath) ..............4 – 9

How to Excel at Managing and Supervising People ........................................4
Excelling as a Manager or Supervisor .......................................................5
Excelling as a Highly Effective Team Leader ..........................................6
The Managers and Supervisors Conference ...........................................6
Coaching and Teambuilding Skills for Managers and Supervisors ..........7
Leadership and Management Skills for Women ..........................................7
Dealing Effectively With Unacceptable Employee Behavior ....................8
NEW! Managing and Motivating Today’s Remote Employees .................8
The Conference on Leadership Development and Teambuilding ............9

CAREER SKILLS (SkillPath) .......................10 – 18

How to Become a Better Communicator ................................................10
Communicating With Tact, Diplomacy and Professionalism ..................11
The Administrative Assistants Conference ..............................................12
The Indispensable Assistant ...................................................................13
Conflict Management Skills for Women ...................................................13
The Conference for Women .....................................................................14
NEW! Detox Your Workplace ....................................................................15
Sparking Innovation and Creativity ........................................................15
NEW! How to Handle Emotionally Charged Situations in the Workplace 16
Managing Multiple Projects, Objectives and Deadlines .........................17
Fundamentals of Successful Project Management ......................................18

BUSINESS WRITING & MARKETING (SkillPath) ..................19 – 21

Business Writing and Grammar Skills Made Easy and Fun .................19
Business Writing Basics for Professionals ...............................................20
The Social Media Marketing Conference ...............................................20

EXCEL® TRAINING (SkillPath) .........................22 – 23
Advanced Microsoft® Excel® Techniques ...............................................22
Getting the Most From Microsoft® Excel® ............................................23

HR, OSHA & FINANCE (NST) .........................29 – 34

HR Law .................................................................................................29
OSHA Workplace Safety Outreach .........................................................30
OSHA Workplace Safety: 30-hour General Industry Training ................30
Payroll Law ............................................................................................31
NEW! The Conference on Human Resources Issues ..............................31
FMLA Compliance Update .....................................................................32
Managing Human Resources ................................................................33
NEW! How to Legally Terminate Employees With Attitude Problems ....33

MANAGEMENT & SUPERVISORY SKILLS (NST) ...............35 – 39

How to Successfully Make the Transition to Supervisor ......................35
The Complete Course on How to Supervise People ..............................36
Assertiveness Skills for Managers & Supervisors ................................36
Management & Leadership Skills for First-time Supervisors & Managers 37
The Supervisor’s Role as Trainer & Coach .............................................38
Leadership & Management Skills for Women .......................................39

EXCEL® TRAINING (NST) .........................40 – 41
Advanced Training for Microsoft® Excel® ............................................40
Become a Power User: Microsoft® Excel® ...........................................41

COMMUNICATION & MARKETING (NST) .................42 – 46

The Copywriter’s Workshop .................................................................42
Social Media Marketing ..........................................................................43
Digital Marketing Boot Camp ...............................................................43
How to Communicate With Tact, Professionalism and Diplomacy .......44
Breaking Bad Communication Habits ....................................................45
Essential Skills of Dynamic Public Speaking .......................................45
Business Grammar & Proofreading .......................................................46

PROFESSIONAL DEVELOPMENT (NST) ..................47 – 49

Managing Multiple Priorities & Projects ...............................................47
The Extraordinary Administrative Professional ...................................48
Strengthening Your People Skills in the Workplace ...........................48
Organization Skills for the Overwhelmed! ..........................................49

WEBINARS

LIVE Webinar Training ........................................................................26 – 27

LEARNING RESOURCES

CDs, DVDs and more ..............................................................................52 – 60

ON-SITE TRAINING

Corporate Strategies by SkillPath .........................................................28
NST Enterprise Learning Solutions .......................................................51

STAR12

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 or NST program. It’s that simple.

© SkillPath®. All rights reserved. SkillPath® is a registered trademark and the NST logo is a trademark of the Graceland College Center for Professional Development and Lifelong Learning, Inc. Reg. U.S. Patent Trademark Office.

All trademarks are the property of their respective owners. SkillPath claims no ownership interest in the trademarks.

IT’S EASY TO ENROLL IN ANY OF OUR COURSES:

CALL TOLL-FREE!
1-800-873-7545

ENROLL ONLINE
— For SkillPath training opportunities, visit: www.skillpath.com
— For NST seminars and workshops, go to: www.natsem.com

Email to: enroll@skillpath.com
By fax or mail: See pages 24 and 51 for more details

Interested in an affordable quality education? Consider our parent institution, Graceland University.

Graceland University was established in 1895 as a non-sectarian liberal arts institution of higher learning. It operates campuses in Lamoni, Iowa, and Independence, Missouri, and offers degree completion programs at three other satellite locations in the Midwest.

Students from nearly every state and 40 nations choose from more than 50 academic majors and programs at Graceland—and its graduate online education program consistently ranks as one of the nation’s best. For more information about Graceland, go to www.graceland.edu.
LEADERSHIP SKILLS
Our leadership seminars teach you the foundational skills and techniques of supervising people and give you innovative ways to apply them in today’s not-so-predictable work world. Being a leader isn’t always easy. Let us help you prepare for the rocky road every supervisor travels, while making the journey less painful and infinitely more successful.

How to Excel at Managing and Supervising People
▶ TWO-DAY WORKSHOP
$299 per person | $269 each for 4 or more

If you want to improve the key skills needed to boost performance, productivity and your bottom line, you’ve come to the right 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. If you’re new to supervising people, this upbeat workshop will break you in fast. If you’re experienced, it will help you polish your skills to get even better.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

ALABAMA
Mobile – November 29 – 30
Montgomery – September 21 – 22

ALASKA
Anchorage – October 12 – 13

ARIZONA
Flagstaff – September 26 – 27
Phoenix – September 21 – 22
Tucson – September 19 – 20

ARKANSAS
Little Rock – September 12 – 13

CALIFORNIA
Anaheim – November 6 – 7
Bakersfield – September 28 – 29
Concord – September 18 – 19
Oakland – August 22 – 23
Ontario – October 31 – November 1
Palm Springs – August 30 – 31
Pasadena – November 2 – 3
Sacramento – August 24 – 25
Sacramento – September 20 – 21
San Jose – August 28 – 29
Sunnyvale – September 26 – 27
Torrance – November 20 – 21

COLORADO
Denver – September 7 – 8
Denver – October 12 – 13

CONNECTICUT
Hartford – October 18 – 19

DELAWARE
Dover – October 16 – 17

FLORIDA
Ft. Lauderdale – October 24 – 25
Ft. Lauderdale – November 20 – 21
Gainesville – November 8 – 9
Jacksonville – September 27 – 28
Orlando – October 26 – 27
Tampa – September 25 – 26
West Palm Beach – September 5 – 6

GEORGIA
Atlanta – November 6 – 7
Gainesville – November 16 – 17
Savannah – November 15 – 16

IDAHO
Pocatello – September 14 – 15

ILLINOIS
Chicago – November 14 – 15
Oak Brook – November 8 – 9
Rockford – November 16 – 17

INDIANA
Merrillville – November 6 – 7
South Bend – September 21 – 22

LOUISIANA
Baton Rouge – September 14 – 15

MARYLAND
Annapolis – November 28 – 29
Baltimore – November 16 – 17
College Park – November 14 – 15

MASSACHUSETTS
Framingham – August 28 – 29
Pittsfield – October 16 – 17

MICHIGAN
Farmington Hills – November 20 – 21
Grand Rapids – September 19 – 20

MINNESOTA
Bloomington – September 5 – 6
Bloomington – October 16 – 17

MISSOURI
Pella – October 17 – 18
St. Charles – September 12 – 13
St. Louis – September 14 – 15
St. Louis – October 19 – 20

NEVADA
Las Vegas – October 23 – 24

NEW JERSEY
Atlantic City – August 2 – 3

NEW YORK
Hauppauge – August 7 – 8
New York – August 9 – 10
New York – September 11 – 12
Poughkeepsie – November 16 – 17
Rochester – August 30 – 31

OHIO
Akron – November 16 – 17
Cincinnati – October 31 – November 1
Columbus – November 2 – 3
Dayton – October 26 – 27
Toledo – October 24 – 25

OREGON
Eugene – November 8 – 9
Portland – November 6 – 7

PENNSYLVANIA
Pittsburgh – September 6 – 7

SOUTH CAROLINA
Charleston – November 13 – 14
Greenville – August 1 – 2

TENNESSEE
Chattanooga – October 26 – 27
Knoxville – October 15 – 16
Memphis – November 27 – 28

TEXAS
Arlington – November 20 – 21
Austin – October 24 – 25
Dallas – November 1 – 2
Nacogdoches – October 4 – 5
San Antonio – October 26 – 27

UTAH
Salt Lake City – September 12 – 13

VIRGINIA
Fredericksburg – October 30 – 31
Lynchburg – November 1 – 2

WEST VIRGINIA
Wheeling – November 15 – 16

To enroll, call toll-free 1-800-873-7545 or see page 25.
Excelling as a Manager or Supervisor

ONE-DAY WORKSHOP

$99 per person | $89 each for 4 or more

Being a good manager or supervisor depends on your ability to get things done through others. This intensive day of training offers solutions to help you fully achieve your potential as a true leader who commands the respect, commitment and credibility that moves people to action. Attend this one-day workshop and begin building a foundation for a career full of managerial achievements!

Bring this training to your office! See page 28 for on-site details.

Quick Tip:
Be sure to offer your support—employees generally feel terrible when they make a mistake. Provide your insight and suggest ways to help them with the issue in the future.

To enroll, call toll-free 1-800-873-7545 or see page 25.
Excelling as a Highly Effective Team Leader

**TWO-DAY WORKSHOP**

$299 per person  |  $269 each for 4 or more

**CALIFORNIA**
- Anaheim – November 8 – 9
- Palm Springs – November 6 – 7
- Waterbury – November 28 – 29

**GEORGIA**
- Atlanta – August 14 – 15

**IDAHO**
- Pocatello – August 30 – 31
- Twin Falls – August 28 – 29

**ILLINOIS**
- Bloomington – November 13 – 14
- Oak Brook – August 8 – 9
- Oakbrook Terrace – September 21 – 22

**INDIANA**
- Indianapolis – November 29 – 30
- Lafayette – September 25 – 26

**LOUISIANA**
- Baton Rouge – October 18 – 19
- New Orleans – October 16 – 17

**MARYLAND**
- Annapolis – September 21 – 22
- Baltimore – September 28 – 29

**MASSACHUSETTS**
- Springfield – October 10 – 11
- Taunton – September 18 – 19
- Worcester – October 12 – 13

**MISSOURI**
- Kansas City – September 28 – 29

**NEBRASKA**
- Grand Island – October 10 – 11
- Omaha – October 12 – 13

**NEW YORK**
- Albany – November 8 – 9
- NORTH CAROLINA
  - Charlotte – August 28 – 29

**OHIO**
- Cincinnati – September 13 – 14

**OKLAHOMA**
- Tulsa – November 14 – 15

**OREGON**
- Eugene – August 10 – 11
- Medford – August 8 – 9

**Pennsylvania**
- Pittsburgh – November 27 – 28
- York – November 6 – 7

**TENNESSEE**
- Memphis – August 23 – 24
- Nashville – August 21 – 22

**TEXAS**
- Denton – September 13 – 14
- El Paso – August 10 – 11

**VIRGINIA**
- Winchester – September 26 – 27

**Wisconsin**
- Green Bay – August 14 – 15
- Madison – August 16 – 17
- Milwaukee – September 19 – 20

We designed this conference for those who put their heart and soul into their job and want to perform at their very best. We’ve developed two focused tracks that allow you to choose the skills that are critical to becoming a successful manager in your unique situation. Gain dozens of fresh techniques and time-tested approaches for sharpening your skills, reframing your attitude and performing at the top of your game. Don’t miss it!

**THE MANAGERS AND SUPERVISORS CONFERENCE**

**ONE-DAY CONFERENCE**

$149 per person  |  $139 each for 4 or more

**CALIFORNIA**
- Anaheim – October 11
- Fresno – October 13
- Long Beach – October 12

**Florida**
- Ft. Myers – August 24
- Orlando – August 25

**KANSAS**
- Hays – November 14
- Overland Park – November 16
- Salina – November 15
- Wichita – November 13

**MICHIGAN**
- Lansing – September 25

**MINNESOTA**
- Bloomington – October 2
- St. Cloud – October 3

**NORTH CAROLINA**
- Asheville – August 9
- Kinston – August 3
- Winston-Salem – August 10

**Ohio**
- Steubenville – September 29
- Toledo – September 26
- Zanesville – September 27

**Pennsylvania**
- Pittsburgh – September 28

**South Carolina**
- Columbia – August 8

**Texas**
- Denton – November 17

**Utah**
- Salt Lake City – November 3

**Virginia**
- Lynchburg – August 4

**West Virginia**
- Charleston – August 11
- Morgantown – November 20

To enroll, call toll-free 1-800-873-7545 or see page 25.
Coaching and Teambuilding Skills for Managers and Supervisors

**ONE-DAY WORKSHOP**

$199 per person  |  $189 each for 4 or more

If you supervise others, if you’re responsible for getting results from the efforts of a group of people, then you’re in charge of a team—and the team’s success depends on your ability to inspire ... support ... train ... give feedback ... reward. And this course will supply tools to enhance your skills in all those vital areas—motivation, coaching, communication, recognition—and more. Take the first step toward greater leadership effectiveness by enrolling in this one-day program now.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

Leadership and Management Skills for Women

**TWO-DAY WORKSHOP**

$299 per person  |  $269 each for 4 or more

Created by women who are experts in their fields, this two-day workshop is a rare opportunity to acquire leadership skills and learn to use them to gain the respect of those you supervise. It’s filled with insights into the often-overlooked talents female leaders can bring to the table and cutting-edge tactics successful top-level managers are using right now to make things happen.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
Dealing Effectively With Unacceptable Employee Behavior

ONE-DAY WORKSHOP

$149 per person | $139 each for 4 or more

By allowing poor performers to continue their negative behavior patterns, you put the productivity and effectiveness of the entire organization at risk. This workshop guides you through every stage of the discipline process, from recognizing the problem and assessing its severity, to intervention strategies and formal termination procedures. You’ll return to your workplace with proven strategies for identifying nonperformers and turning their behavior around.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

Managing and Motivating Today’s Remote Employees

ONE-DAY WORKSHOP

$199 per person | $189 each for 4 or more

Today’s workforce is rapidly moving toward working remotely, so companies like yours must revise the way they approach strategic outcomes such as worker engagement, communication, collaboration, recognition, culture and productivity. If you don’t have the right training, you and your department can fall behind FAST! Attend this course and learn how to better coach, manage and support team members from a distance. Learn to identify red flags of potential problems with employees that you don’t see face-to-face every day.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
The Conference on Leadership Development and Teambuilding

► ONE-DAY CONFERENCE
$149 per person | $139 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 25.

Top business leaders become successful by making the most of their innate talents, learning new skills and developing their leadership abilities. And so can you. Full of real-life examples, practical methods and proven techniques, this groundbreaking “you-pick-the-agenda” conference will teach you how to create and inspire powerful teams that become much more than the sum of the individuals involved.

Bring this training to your office! See page 28 for on-site details.

Attends this seminar FREE with STAR12!
See page 25 for details.

Arkansas
Fayetteville – August 28
Little Rock – August 29

Colorado
Denver – November 28

Delaware
Wilmington – August 25

Florida
Daytona Beach – October 2
Ft. Lauderdale – August 21
Jacksonville – October 3

Georgia
Atlanta – November 28
Macon – November 27
Savannah – August 30

Indiana
Columbus – November 2
Evansville – November 3

Iowa
Burlington – September 8
Cedar Rapids – September 7

Kansas
Hays – August 8
Salina – August 7

Kentucky
Louisville – September 7

Maine
Augusta – September 29

Maryland
College Park – August 22
Frederick – August 23

Michigan
Grand Rapids – November 1
Lansing – October 31
Traverse City – October 30

Missouri
Columbia – October 26
Springfield – October 27

Nebraska
Lincoln – September 6
Norfolk – September 5

New York
Albany – August 28
Buffalo – August 30
Syracuse – August 29

North Carolina
Rocky Mount – October 5
Winston-Salem – October 6

Ohio
Cleveland – September 4
Columbus – November 26

Pennsylvania
Harrisburg – August 24
Lancaster – September 5

Tennessee
Memphis – November 29
Nashville – September 6

Texas
Abilene – November 30
Houston – November 29
San Antonio – August 9

Utah
Salt Lake City – September 11

Virginia
Charlottesville – August 21
Virginia Beach – October 4

Wisconsin
Appleton – October 17
Wausau – October 16

These dates are found exclusively at skillpath.com

More Leadership Skills Resources

You may also be interested in ...

50 Ways to Become a More Effective Leader
Stay current and energized by transforming yourself into an outstanding leader through five powerful lessons on managing people and developing your leadership skills.

Item No. 20-9501-60005; five DVDs and companion job aid
SPECIAL CATALOG PRICE: $99.95

Leadership Best Practices
Survey the traits and best practices of legendary leadership thought leaders with this 60-minute DVD, and create a road map to success in your own leadership role, career and organization.

Item No. 10-9117-60005; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 25.
How to Become a Better Communicator

ONE-DAY WORKSHOP

$149 per person | $139 each for 4 or more

Achieving your potential is too important to be left to chance. Attend this engaging one-day seminar and you’ll be equipped with the practical, proven interpersonal communication skills and techniques that can make a positive difference for you. Best of all, we’ll discuss real-world issues and real-life solutions that you’ll be able to put to use right away. Enroll now!

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.
Communicating With Tact, Diplomacy and Professionalism

► TWO-DAY WORKSHOP
$299 per person | $269 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 25.

ARIZONA
Phoenix – August 9 – 10
Tempe – September 7 – 8
Tucson – September 5 – 6

CALIFORNIA
Anahiem – November 13 – 14
Bakersfield – September 25 – 26
Concord – September 13 – 14
Irvin – August 15 – 16
Long Beach – November 20 – 21
Oakland – August 16 – 17
Ontario – November 15 – 16
Palo Alto – September 11 – 12
Pasadena – November 8 – 9
Redding – September 5 – 6
San Diego – October 4 – 5
San Diego – November 2 – 3
San Francisco – August 30 – 31
San Jose – August 14 – 15
San Luis Obispo – October 2 – 3
Santa Monica – Oct. 31 – Nov. 1
Santa Rosa – August 28 – 29
Ventura – November 6 – 7

COLORADO
Colorado Springs – August 30 – 31

DELWARE
Wilmington – October 5 – 6

DISTRICT OF COLUMBIA
Washington, DC – November 1 – 2

FLORIDA
Ft. Lauderdale – November 2 – 3
Orlando – November 6 – 7
Pensacola – November 8 – 9
Tampa – October 31 – November 1
West Palm Beach – August 10 – 11

ILLINOIS
Oak Brook – November 20 – 21

INDIANA
Indianapolis – August 2 – 3

MAINE
South Portland – September 18 – 19

MARYLAND
Baltimore – November 8 – 9
College Park – November 27 – 28
Frederick – November 6 – 7
Waldorf – November 29 – 30

MASSACHUSETTS
Andover – September 20 – 21
Boston – September 27 – 28
Braintree – September 25 – 26
Framingham – November 20 – 21
Springfield – August 3 – 4
Taunton – August 1 – 2

MICHIGAN
Farmington Hills – October 16 – 17
Flint – September 18 – 19
Troy – September 20 – 21

MISSISSIPPI
Gulfport – August 21 – 22
Jackson – October 25 – 26

NEBRASKA
Lincoln – November 6 – 7
Omaha – November 8 – 9

NEVADA
Las Vegas – August 7 – 8
Reno – August 17 – 18

NEW HAMPSHIRE
Manchester – November 8 – 9
Portsmouth – November 6 – 7

NEW JERSEY
Cherry Hill – August 9 – 10
Edison – November 29 – 30
Morristown – November 27 – 28
Princeton – August 7 – 8
Saddle Brook – November 1 – 2

NEW YORK
Binghamton – October 30 – 31

NORTH CAROLINA
Charlotte – November 6 – 7
Raleigh – November 8 – 9
Winston-Salem – November 13 – 14

NORTH DAKOTA
Fargo – September 26 – 27

OHIO
Cincinnati – October 2 – 3
Cleveland – September 5 – 6
Columbus – November 6 – 7
Dayton – October 10 – 11
Toledo – October 12 – 13

OREGON
Eugene – October 31 – November 1
Portland – November 2 – 3

PENNSYLVANIA
Allentown – November 14 – 15
Bloomsburg – November 16 – 17

RHODE ISLAND
Providence – August 21 – 22

SOUTH CAROLINA
Columbia – August 21 – 22

TENNESSEE
Chattanooga – September 14 – 15
Nashville – November 20 – 21

TEXAS
Abilene – August 17 – 18
Dallas – September 7 – 8
Dallas – October 16 – 17
Fort Worth – September 5 – 6
Houston – August 15 – 16
Houston – November 8 – 9

VIRGINIA
Arlington – October 30 – 31
Fredericksburg – October 3 – 4

WASHINGTON
Everett – November 6 – 7
Kennewick – November 27 – 28
Seattle – November 8 – 9
Tacoma – November 13 – 14

WISCONSIN
Green Bay – September 7 – 8

We’ve collected the most crucial, practical information on handling people, problems and situations and condensed it into two nonstop, idea-crammed days. This powerful workshop combines all facets of on-the-job interpersonal communication—from speaking to writing to listening to presenting—and shows you step-by-step how to master them. Don’t miss this opportunity to take your communication skills—and your career—to the next level.

Bring this training to your office! See page 28 for on-site details.

To enroll, call toll-free 1-800-873-7545 or see page 25.

Saint Georges, DE participant Jeffrey Ruiz said: “Gave me excellent tools! Definitely a ‘must have’ for anyone who works with others.”

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
Assistants have never been more challenged than they are today. And that’s where this valuable conference comes in. By choosing your unique training from our 10 session choices, you’ll have the exciting opportunity to learn new, practical skills that will enable you to manage your job and your career with new professionalism, new authority and new success. You’ll return to your office re-energized, refreshed and ready to tackle the world ... we guarantee it!

Bring this training to your office! See page 28 for on-site details.

The Administrative Assistants Conference

ONE-DAY CONFERENCE

$199 per person | $189 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 25.

Hays, MT participant Amanda Schneck said:

“This conference was wonderful. It taught me a lot and refreshed me on other information I had forgotten. Thank you for the experience!”

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
Outstanding assistants possess a combination of positive attributes. They’re organized ... motivated ... and adept at handling the pressure of multiple tasks, deadlines and bosses. These are just the kinds of skills we’ll teach you in this exciting workshop. In just one day, you’ll gain practical, proven skills that will make you more productive, more valuable and more effective than ever before. Just as important, your improved skills will open the door to more responsibility, more respect and greater job satisfaction.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.
### The Conference for Women

**ONE-DAY CONFERENCE**

<table>
<thead>
<tr>
<th>State</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ALABAMA</strong></td>
<td>Birmingham – October 2</td>
</tr>
<tr>
<td></td>
<td>Mobile – September 7</td>
</tr>
<tr>
<td></td>
<td>Montgomery – November 27</td>
</tr>
<tr>
<td><strong>ALASKA</strong></td>
<td>Anchorage – August 15</td>
</tr>
<tr>
<td></td>
<td>Fairbanks – August 14</td>
</tr>
<tr>
<td><strong>ARIZONA</strong></td>
<td>Flagstaff – November 6</td>
</tr>
<tr>
<td></td>
<td>Phoenix – September 15</td>
</tr>
<tr>
<td><strong>ARKANSAS</strong></td>
<td>Fayetteville – September 12</td>
</tr>
<tr>
<td><strong>CALIFORNIA</strong></td>
<td>Bakersfield – November 3</td>
</tr>
<tr>
<td></td>
<td>Modesto – November 1</td>
</tr>
<tr>
<td></td>
<td>Monterey – November 2</td>
</tr>
<tr>
<td></td>
<td>Sacramento – October 31</td>
</tr>
<tr>
<td></td>
<td>San Francisco – October 3</td>
</tr>
<tr>
<td></td>
<td>San Jose – October 2</td>
</tr>
<tr>
<td></td>
<td>Ventura – October 24</td>
</tr>
<tr>
<td><strong>COLORADO</strong></td>
<td>Alamosa – October 20</td>
</tr>
<tr>
<td></td>
<td>Colorado Springs – August 3</td>
</tr>
<tr>
<td></td>
<td>Denver – August 2</td>
</tr>
<tr>
<td></td>
<td>Golden – August 1</td>
</tr>
<tr>
<td></td>
<td>Pueblo – August 4</td>
</tr>
<tr>
<td><strong>CONNECTICUT</strong></td>
<td>New London – September 8</td>
</tr>
<tr>
<td><strong>DELAWARE</strong></td>
<td>Dover – October 31</td>
</tr>
<tr>
<td><strong>FLORIDA</strong></td>
<td>Ft. Myers – September 25</td>
</tr>
<tr>
<td></td>
<td>Jacksonville – September 11</td>
</tr>
<tr>
<td></td>
<td>Lakeland – November 26</td>
</tr>
<tr>
<td></td>
<td>Melbourne – November 30</td>
</tr>
<tr>
<td></td>
<td>Miami – November 6</td>
</tr>
<tr>
<td></td>
<td>Sarasota – November 28</td>
</tr>
<tr>
<td></td>
<td>West Palm Beach – November 7</td>
</tr>
<tr>
<td><strong>GEORGIA</strong></td>
<td>Athens – August 24</td>
</tr>
<tr>
<td></td>
<td>Atlanta – August 25</td>
</tr>
<tr>
<td></td>
<td>Savannah – November 3</td>
</tr>
<tr>
<td><strong>IDAHO</strong></td>
<td>Boise – October 4</td>
</tr>
<tr>
<td><strong>ILLINOIS</strong></td>
<td>Carbondale – August 11</td>
</tr>
<tr>
<td></td>
<td>Kankakee – August 7</td>
</tr>
<tr>
<td></td>
<td>Mendota – August 28</td>
</tr>
<tr>
<td></td>
<td>Oakbrook Terrace – August 29</td>
</tr>
<tr>
<td></td>
<td>Peoria – November 15</td>
</tr>
<tr>
<td><strong>INDIANA</strong></td>
<td>Evansville – August 10</td>
</tr>
<tr>
<td></td>
<td>Lafayette – August 9</td>
</tr>
<tr>
<td></td>
<td>Muncie – August 8</td>
</tr>
<tr>
<td><strong>IOWA</strong></td>
<td>Burlington – October 2</td>
</tr>
<tr>
<td></td>
<td>Davenport – October 3</td>
</tr>
<tr>
<td></td>
<td>Des Moines – October 4</td>
</tr>
<tr>
<td><strong>KANSAS</strong></td>
<td>Overland Park – October 5</td>
</tr>
<tr>
<td></td>
<td>Salina – October 6</td>
</tr>
<tr>
<td><strong>KENTUCKY</strong></td>
<td>Louisville – November 29</td>
</tr>
<tr>
<td><strong>LOUISIANA</strong></td>
<td>Baton Rouge – September 5</td>
</tr>
<tr>
<td></td>
<td>Lake Charles – August 3</td>
</tr>
<tr>
<td><strong>MARYLAND</strong></td>
<td>College Park – November 1</td>
</tr>
<tr>
<td></td>
<td>Frederick – November 3</td>
</tr>
<tr>
<td></td>
<td>Waldorf – November 2</td>
</tr>
<tr>
<td><strong>MASSACHUSETTS</strong></td>
<td>Braintree – September 6</td>
</tr>
<tr>
<td></td>
<td>Danvers – September 7</td>
</tr>
<tr>
<td></td>
<td>Hyannis – September 5</td>
</tr>
<tr>
<td></td>
<td>Leominster – September 21</td>
</tr>
<tr>
<td></td>
<td>Taunton – August 31</td>
</tr>
<tr>
<td></td>
<td>Worcester – August 30</td>
</tr>
<tr>
<td><strong>MICHIGAN</strong></td>
<td>Troy – November 8</td>
</tr>
<tr>
<td><strong>MINNESOTA</strong></td>
<td>Bloomington – August 2</td>
</tr>
<tr>
<td></td>
<td>Rochester – November 3</td>
</tr>
<tr>
<td><strong>MISSISSIPPI</strong></td>
<td>Gulfport – September 6</td>
</tr>
<tr>
<td><strong>MISSOURI</strong></td>
<td>St. Charles – November 17</td>
</tr>
<tr>
<td></td>
<td>St. Louis – November 16</td>
</tr>
<tr>
<td><strong>MONTANA</strong></td>
<td>Helena – October 6</td>
</tr>
<tr>
<td></td>
<td>Missoula – October 5</td>
</tr>
<tr>
<td><strong>NEW JERSEY</strong></td>
<td>Cherry Hill – August 4</td>
</tr>
<tr>
<td></td>
<td>Edison – August 7</td>
</tr>
<tr>
<td></td>
<td>Princeton – October 30</td>
</tr>
<tr>
<td><strong>NEW MEXICO</strong></td>
<td>Albuquerque – August 29</td>
</tr>
<tr>
<td><strong>NEW YORK</strong></td>
<td>Binghamton – August 9</td>
</tr>
<tr>
<td></td>
<td>Elmira – October 6</td>
</tr>
<tr>
<td></td>
<td>Glens Falls – November 21</td>
</tr>
<tr>
<td></td>
<td>Utica – November 20</td>
</tr>
<tr>
<td><strong>NORTH CAROLINA</strong></td>
<td>Charlotte – September 14</td>
</tr>
<tr>
<td></td>
<td>Greensboro – October 30</td>
</tr>
<tr>
<td></td>
<td>Hickory – September 15</td>
</tr>
<tr>
<td></td>
<td>Raleigh – October 31</td>
</tr>
<tr>
<td></td>
<td>Wilmington – November 1</td>
</tr>
<tr>
<td><strong>NORTH DAKOTA</strong></td>
<td>Bismarck – October 31</td>
</tr>
<tr>
<td></td>
<td>Fargo – November 1</td>
</tr>
<tr>
<td></td>
<td>Grand Forks – October 30</td>
</tr>
<tr>
<td><strong>OHIO</strong></td>
<td>Cincinnati – November 30</td>
</tr>
<tr>
<td></td>
<td>Toledo – November 9</td>
</tr>
<tr>
<td><strong>OREGON</strong></td>
<td>Salem – August 17</td>
</tr>
<tr>
<td></td>
<td>Springfield – August 18</td>
</tr>
<tr>
<td><strong>PENNSYLVANIA</strong></td>
<td>King of Prussia – August 3</td>
</tr>
<tr>
<td></td>
<td>Reading – August 2</td>
</tr>
<tr>
<td></td>
<td>Scranton – August 8</td>
</tr>
<tr>
<td></td>
<td>State College – August 11</td>
</tr>
<tr>
<td></td>
<td>Williamsport – August 10</td>
</tr>
<tr>
<td></td>
<td>York – August 1</td>
</tr>
<tr>
<td><strong>SOUTH CAROLINA</strong></td>
<td>Charleston – November 2</td>
</tr>
<tr>
<td></td>
<td>Greenville – September 18</td>
</tr>
<tr>
<td><strong>SOUTH DAKOTA</strong></td>
<td>Sioux Falls – November 2</td>
</tr>
<tr>
<td><strong>TEXAS</strong></td>
<td>Dallas – August 24</td>
</tr>
<tr>
<td></td>
<td>Ft. Worth – August 25</td>
</tr>
<tr>
<td></td>
<td>Houston – August 22</td>
</tr>
<tr>
<td></td>
<td>LuKrin – August 21</td>
</tr>
<tr>
<td></td>
<td>Tyler – August 23</td>
</tr>
<tr>
<td><strong>VERMONT</strong></td>
<td>Burlington – August 29</td>
</tr>
<tr>
<td><strong>VIRGINIA</strong></td>
<td>Lynchburg – November 20</td>
</tr>
<tr>
<td></td>
<td>Winchester – November 21</td>
</tr>
<tr>
<td><strong>WISCONSIN</strong></td>
<td>La Crosse – August 3</td>
</tr>
<tr>
<td></td>
<td>Milwaukee – October 19</td>
</tr>
<tr>
<td></td>
<td>Racine – October 18</td>
</tr>
<tr>
<td></td>
<td>Wausau – August 4</td>
</tr>
</tbody>
</table>

**Tacoma, WA participant Kayla Stenhouse said:**

“The Conference for Women was beyond beneficial for me as a young woman in the professional world. I truly feel ‘unstoppable’ leaving today!”

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

To enroll, call toll-free **1-800-873-7545** or see page 25.
Detox Your Workplace

ONE-DAY WORKSHOP

$199 per person | $189 each for 4 or more

COLORADO
Denver – September 15
Denver – October 26
Golden – September 14

FLORIDA
Ft. Lauderdale – September 12
Orlando – September 13
Tampa – September 11

GEORGIA
Atlanta – August 21

MARYLAND
Annapolis – November 17

NEW MEXICO
Albuquerque – October 27

OKLAHOMA
Tulsa – November 27

SOUTH CAROLINA
Columbia – November 16

TEXAS
Dallas – October 23
Dallas – November 21
Houston – October 24
Houston – November 20

UTAH
Salt Lake City – October 25

NEW!
Detox Your Workplace

Left unchecked, toxic behavior can infect your whole team or company and cause productivity to plummet. But when you attend this exciting one-day workshop, you’ll learn how to neutralize negativity and tame others’ destructive behavior for good! This workshop is jam-packed with the practical techniques you need to stop misbehaving people from wreaking havoc in your workplace and in your personal life.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12!
See page 25 for details.

Quick Tip:
Stay focused by asking yourself:
Do I want to win the argument or win the relationship? What does the person want and why? What can I do to help the situation or solve the problem?

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

Sparking Innovation and Creativity

ONE-DAY WORKSHOP

$199 per person | $189 each for 4 or more

ARKANSAS
Little Rock – October 3

CALIFORNIA
Irvine – August 9
Ontario – August 10
Sacramento – August 7
San Jose – August 8

COLORADO
Denver – August 11

FLORIDA
Ft. Lauderdale – September 15
Jacksonville – September 14

MARYLAND
Baltimore – November 14
Frederick – November 16

MASSACHUSETTS
Danvers – November 3
Worcester – November 2

MINNESOTA
Bloomington – November 13

NEW JERSEY
Edison – August 30
Princeton – August 29
Saddle Brook – August 31

NORTH CAROLINA
Greensboro – September 12

PENNSYLVANIA
King of Prussia – November 17

RHODE ISLAND
Providence – November 1

SOUTH CAROLINA
Greenville – September 13

TEXAS
Austin – October 5
Dallas – October 4
Houston – October 6

VIRGINIA
Richmond – November 15

With this idea-sparking seminar, you’ll learn to overcome negative beliefs and thinking habits that stifle creativity and replace “old” thinking with new and powerful ways to unleash your creative potential. When you do, you’ll see how your new skills lead to innovations that lower costs, streamline procedures, increase productivity and power up job satisfaction. Enroll today and be on your way to a more productive, more innovative workplace.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12!
See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
NEW!
How to Handle Emotionally Charged Situations in the Workplace

ONE-DAY WORKSHOP
$199 per person  |  $189 each for 4 or more

Have you ever had to deliver bad news that you knew would set the person off or been unexpectedly confronted by an angry co-worker during a meeting in front of your boss? The truth is, difficult and emotional situations pop up daily in the workplace, and you have to navigate them with diplomacy and tact. When your reputation hangs on saying the right thing every time, don’t take a chance that your words or actions will make things worse. This unique seminar gives you the key self-awareness and communication skills you need to be able to control your emotions and respond professionally during even the most chaotic incidents.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12!
See page 25 for details.

Managing Your Emotions at Work

We’ve all had times where we felt a bit overwhelmed with emotions. Whether it’s when a project you’ve worked hard on gets canceled, or you’re let down by a co-worker, it’s easy to get angry, disappointed, frustrated or sad. Here are some tips for keeping your emotions under control:

1. Stop and evaluate the situation. Although this is difficult, there are usually legit reasons something happened. Find out what they are before you react.

2. Find something positive about the situation. Don’t get mad; just move on!

3. Try deep breathing exercises. Don’t laugh … this almost always works.

4. Focus on solutions to the problem. Managers love people who come to them with solutions instead of more problems. Brainstorm how to get out of your sticky situation.

5. Write down your thoughts. Take a notepad and pen with you to lunch and write out your frustrations. Then try to work on #4 above!

For more tips like these, try our newest seminar, How to Handle Emotionally Charged Situations in the Workplace, and get even more proven strategies to keep calm and under control in any work situation. More cities and dates will be added soon, so call us for more information, or check us out online.

ARIZONA
Phoenix – September 19

CALIFORNIA
Concord – September 21
Sacramento – September 22
San Jose – September 20

GEORGIA
Atlanta – August 29

INDIANA
Indianapolis – October 27

MICHIGAN
Farmington Hills – October 25

MINNESOTA
Bloomington – August 31

NEW JERSEY
Princeton – October 23

OHIO
Columbus – October 26

PENNSYLVANIA
King of Prussia – October 24

UTAH
Salt Lake City – September 18

VIRGINIA
Richmond – August 28

WISCONSIN
Milwaukee – August 30

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
Managing Multiple Projects, Objectives and Deadlines

ONE-DAY WORKSHOP

$149 per person  |  $139 each for 4 or more

If you’re a person with no time to waste, this one-day workshop was designed for you. We’ll teach you the tips, techniques and strategies for getting more accomplished faster—and with better results than ever before. From learning how to keep multimillion-dollar projects on track to seeing how to build a deadline “safety net” to make sure no critical deadlines ever slip by again, you’ll gain vital new skills to maximize your on-the-job effectiveness.

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

To enroll, call toll-free 1-800-873-7545 or see page 25.
**Fundamentals of Successful Project Management**

**TWO-DAY WORKSHOP**

* $399 per person | $349 each for 4 or more

**ALABAMA**
Huntsville – September 27 – 28

**ARIZONA**
Tempe – November 2 – 3

**CALIFORNIA**
Irvine – September 5 – 6
Ontario – September 7 – 8
Sacramento – August 9 – 10
San Diego – August 15 – 16
San Francisco – August 7 – 8
Sunnyvale – August 2 – 3

**DELAWARE**
Dover – August 3 – 4

**DISTRICT OF COLUMBIA**
Washington, DC – October 16 – 17
Washington, DC – November 8 – 9

**FLORIDA**
Daytona Beach – August 16 – 17
West Palm Beach – November 29 – 30

**GEORGIA**
Atlanta – September 25 – 26
Atlanta – October 23 – 24

**ILLINOIS**
Oak Brook – August 24 – 25
Oakbrook Terrace – September 13 – 14

**INDIANA**
Indianapolis – November 27 – 28

**IOWA**
Davenport – October 24 – 25
Des Moines – October 26 – 27

**MARYLAND**
Baltimore – October 3 – 4
Baltimore – November 6 – 7
Frederick – August 1 – 2

** MASSACHUSETTS**
Danvers – November 1 – 2

**MICHIGAN**
Ann Arbor – September 20 – 21
Farmington Hills – September 18 – 19
Lansing – September 11 – 12
Troy – October 18 – 19

**MINNESOTA**
Bloomington – November 14 – 15

**NEBRASKA**
Omaha – August 30 – 31

**NEW JERSEY**
Rochester – September 27 – 28

**NEW YORK**
New York City – October 27 – 28

**NORTH CAROLINA**
Asheville – September 7 – 8
Charlotte – September 5 – 6
Winston-Salem – November 27 – 28

**NORTH DAKOTA**
Fargo – November 16 – 17

**OHIO**
Columbus – August 30 – 31
Dayton – August 28 – 29

**OREGON**
Portland – October 31 – November 1

**PENNSYLVANIA**
Harrisburg – August 10 – 11
Lancaster – August 8 – 9
Reading – October 5 – 6

**SOUTH CAROLINA**
Charleston – October 10 – 11
Columbia – October 12 – 13
Greenville – October 25 – 26

**TEXAS**
Houston – August 28 – 29

**UTAH**
Salt Lake City – September 19 – 20

**VIRGINIA**
Richmond – August 14 – 15

**TWO-DAY WORKSHOP**

Keep your projects on track, on budget and on time with the tools, knowledge, insights and skills of this amazing workshop! Discover the strategies to create a plan, implement it, monitor progress, correct as necessary and deliver as promised. Learn the skills to make your projects an orderly progression of completed objectives, instead of the all-too-common helter-skelter race with disaster.

**Bring this training to your office! See page 28 for on-site details.**

Attend this seminar FREE with STAR12! See page 25 for details.

You may also be interested in ...

**Project Management Essentials**
Add “project manager” to your skill set with this 60-minute DVD and reach new heights with better quality, lower costs, shorter turnarounds and higher ROI—while your stress fades away.

Item No. 10-9121-60005; one DVD and Program Guide
**SPECIAL CATALOG PRICE: $99.95**

**Time Management Tune-up**
Today, the new “normal” is having more work to do and the overwhelming sense that there’s no time to get it all done. Learn simple tips to help you allocate your time, overcome bad habits and enjoy the extra hours you’ll gain.

Item No. 10-9115-60005; one DVD and Program Guide
**SPECIAL CATALOG PRICE: $99.95**

To enroll, call toll-free 1-800-873-7545 or see page 25.
To enroll, call toll-free 1-800-873-7545 or see page 25.
Business Writing Basics for Professionals

**ONE-DAY WORKSHOP**

$149 per person | $139 each for 4 or more

Few tasks are as challenging as “putting it in writing.” But when you participate in this workshop, you’ll soon earn a reputation as a business professional who is able to communicate effectively on paper. Spend one day with us, and not only will all your written communication represent you as a true professional, but it will be much more effective as well. Deliver the exact message you intend, for the exact results you need.

**Bring this training to your office! See page 28 for on-site details.**

*Attend this seminar FREE with STAR12! See page 25 for details.*

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALABAMA</td>
<td>Montgomery – August 1</td>
</tr>
<tr>
<td>CALIFORNIA</td>
<td>Ventura – August 23</td>
</tr>
<tr>
<td>FLORIDA</td>
<td>Ft. Lauderdale – October 18</td>
</tr>
<tr>
<td></td>
<td>Ft. Lauderdale – November 27</td>
</tr>
<tr>
<td></td>
<td>Sarasota – November 14</td>
</tr>
<tr>
<td></td>
<td>Tallahassee – August 2</td>
</tr>
<tr>
<td>GEORGIA</td>
<td>Atlanta – September 7</td>
</tr>
<tr>
<td></td>
<td>Atlanta – October 6</td>
</tr>
<tr>
<td>ILLINOIS</td>
<td>Chicago – August 8</td>
</tr>
<tr>
<td></td>
<td>Oak Brook – August 7</td>
</tr>
<tr>
<td></td>
<td>Oakbrook Terrace – Sept. 18</td>
</tr>
<tr>
<td>KANSAS</td>
<td>Overland Park – September 27</td>
</tr>
<tr>
<td>MASSACHUSETTS</td>
<td>Brantree – October 31</td>
</tr>
<tr>
<td></td>
<td>Burlington – November 1</td>
</tr>
<tr>
<td></td>
<td>Framingham – November 17</td>
</tr>
<tr>
<td></td>
<td>Worcester – November 16</td>
</tr>
<tr>
<td>MICHIGAN</td>
<td>Farmington Hills – November 13</td>
</tr>
<tr>
<td>NEW JERSEY</td>
<td>Cherry Hill – November 8</td>
</tr>
<tr>
<td></td>
<td>Saddle Brook – November 9</td>
</tr>
<tr>
<td>NEW YORK</td>
<td>New York – September 28</td>
</tr>
<tr>
<td></td>
<td>New York – October 24</td>
</tr>
<tr>
<td>OHIO</td>
<td>Columbus – November 15</td>
</tr>
<tr>
<td>SOUTH CAROLINA</td>
<td>Greenville – August 14</td>
</tr>
<tr>
<td>VIRGIN ISLANDS</td>
<td>St. Thomas – October 20</td>
</tr>
<tr>
<td>VIRGINIA</td>
<td>Winchester – September 6</td>
</tr>
<tr>
<td>WEST VIRGINIA</td>
<td>Charleston – November 27</td>
</tr>
</tbody>
</table>

The businesses that are making money on social media don’t just wing it. They set goals and objectives, follow a plan, choose and use the best tools, carefully monitor their results and faithfully measure their ROI. In other words, there are a lot of things you’ll need to get up to speed on to not only get started with social media, but be successful. And this updated, two-track interactive conference is the one place you can learn it all.

**Bring this training to your office! See page 28 for on-site details.**

*Attend this seminar FREE with STAR12! See page 25 for details.*

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALABAMA</td>
<td>Montgomery – August 1</td>
</tr>
<tr>
<td>CALIFORNIA</td>
<td>Ventura – August 23</td>
</tr>
<tr>
<td>COLORADO</td>
<td>Golden – November 28</td>
</tr>
<tr>
<td></td>
<td>Grand Junction – November 29</td>
</tr>
<tr>
<td>DELAWARE</td>
<td>Dover – October 20</td>
</tr>
<tr>
<td>FLORIDA</td>
<td>Ft. Lauderdale – August 14</td>
</tr>
<tr>
<td></td>
<td>Melissa – October 24</td>
</tr>
<tr>
<td></td>
<td>Pensacola – September 5</td>
</tr>
<tr>
<td>GEORGIA</td>
<td>Atlanta – September 12</td>
</tr>
<tr>
<td></td>
<td>Savannah – September 14</td>
</tr>
<tr>
<td>IDAHO</td>
<td>Boise – November 8</td>
</tr>
<tr>
<td>ILLINOIS</td>
<td>Rockford – August 1</td>
</tr>
<tr>
<td></td>
<td>Schaumburg – August 2</td>
</tr>
<tr>
<td>KANSAS</td>
<td>Wichita – October 5</td>
</tr>
<tr>
<td>LOUISIANA</td>
<td>Lafayette – September 7</td>
</tr>
<tr>
<td>MARYLAND</td>
<td>Baltimore – November 15</td>
</tr>
<tr>
<td>MASSACHUSETTS</td>
<td>Springfield – November 1</td>
</tr>
<tr>
<td>MICHIGAN</td>
<td>Grand Rapids – August 3</td>
</tr>
<tr>
<td>MINNESOTA</td>
<td>Bloomington – September 25</td>
</tr>
<tr>
<td>MISSOURI</td>
<td>Cape Girardeau – October 2</td>
</tr>
<tr>
<td></td>
<td>St. Charles – September 26</td>
</tr>
<tr>
<td></td>
<td>St. Louis – September 27</td>
</tr>
<tr>
<td></td>
<td>Springfield – October 6</td>
</tr>
<tr>
<td>NEVADA</td>
<td>Reno – November 7</td>
</tr>
<tr>
<td>NEW HAMPSHIRE</td>
<td>Manchester – August 21</td>
</tr>
<tr>
<td></td>
<td>Portsmouth – November 3</td>
</tr>
<tr>
<td>NEW JERSEY</td>
<td>Freehold – November 14</td>
</tr>
<tr>
<td></td>
<td>Morristown – October 17</td>
</tr>
<tr>
<td></td>
<td>Saddle Brook – November 13</td>
</tr>
<tr>
<td>NEW YORK</td>
<td>Albany – August 22</td>
</tr>
<tr>
<td></td>
<td>Binghamton – October 16</td>
</tr>
<tr>
<td></td>
<td>Syracuse – August 23</td>
</tr>
<tr>
<td>NORTH CAROLINA</td>
<td>Raleigh – August 31</td>
</tr>
<tr>
<td>OKLAHOMA</td>
<td>Oklahoma City – October 4</td>
</tr>
<tr>
<td>PENNSYLVANIA</td>
<td>Lancaster – October 18</td>
</tr>
<tr>
<td></td>
<td>Scranton – October 31</td>
</tr>
<tr>
<td>PUERTO RICO</td>
<td>San Juan – October 26</td>
</tr>
<tr>
<td>RHODE ISLAND</td>
<td>Providence – November 2</td>
</tr>
<tr>
<td>SOUTH CAROLINA</td>
<td>Columbia – September 13</td>
</tr>
<tr>
<td></td>
<td>Greenville – August 30</td>
</tr>
<tr>
<td>SOUTH DAKOTA</td>
<td>Sioux Falls – October 20</td>
</tr>
<tr>
<td>TENNESSEE</td>
<td>Nashville – October 3</td>
</tr>
<tr>
<td>VIRGINIA</td>
<td>Roanoke – November 16</td>
</tr>
<tr>
<td>WASHINGTON</td>
<td>Spokane – November 9</td>
</tr>
<tr>
<td>WEST VIRGINIA</td>
<td>Charleston – November 17</td>
</tr>
<tr>
<td>WYOMING</td>
<td>Casper – November 27</td>
</tr>
</tbody>
</table>

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**
Survey after survey of U.S. businesses says the need for solid written communication in today’s world is stronger than ever. In fact, many top executives say that effective business writing is the skill most needed for professional recognition and success! Unfortunately, many people don’t feel the need to work on their writing skills, or worse, they fall into terrible habits and allow errors to ruin their reputation and credibility.

At SkillPath and NST, we take pride that we have helped thousands of business professionals—just like you—learn to project a polished, intelligent and commanding presence through the written word. But that training doesn’t come just from our live seminar events … it also comes from a treasure trove of Webinars, books, DVDs and more!

**Train when you want, anywhere you want, with these training tools from our resource store …**

- **High-impact Communication**
  Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.
  Item No. 10-9113-60005; one DVD and Program Guide
  SPECIAL CATALOG PRICE: $99.95

- **Business Writing Basics for Professionals**
  Tips, techniques and shortcuts for getting the results you want every time you write!
  Item No. 10-9122-60005; one DVD-ROM
  SPECIAL CATALOG PRICE: $149

- **Business Writing, Grammar and Usage Made Easy and Fun!**
  Give your writing the credibility that it deserves—learn quick and easy ways to produce professional business documents.
  Item No. 11-4505-60005; five audio CDs and one CD-ROM
  SPECIAL CATALOG PRICE: $89.95

- **Effective Business Writing**
  You’ll appreciate the simple and straightforward tips that help you understand and apply the most powerful techniques in business writing.
  Item No. 18-0017-60005; book
  SPECIAL CATALOG PRICE: $29.95

**ADDITIONAL RESOURCES AND TRAINING**

Can you spare an hour? Our **LIVE Webinars** are perfect for refreshing your writing skills or picking up the latest tips.

**Upcoming Webinars:**
- **The Essentials of Facebook® Marketing**
- **Business Writing Essentials**
- **The Business Grammar “Crash Course”**
- **Proofreading Skills and Strategies**
- **Communicating Through Email: Top 10 Dos and Don’ts**

Convenient, affordable and full of bottom-line information—you can’t afford to miss them. And you’ll want to check in every month to see what new titles we’ve added to improve your writing skills, enhance your professional credibility and boost your marketing success!

See pages 26 – 27 for a schedule and more information.

Put this one-stop guide for answers to nearly every writing question you may ever have in your professional library!

**Business Communication Style Guide**
Quick, commonsense answers to all your questions on grammar, syntax, style and punctuation—supported by a dozen model business documents you can use right away.

Item No. 16-0002-60005; book and one CD-ROM
SPECIAL CATALOG PRICE: $59.95

To enroll, call toll-free **1-800-873-7545** or see page 25.
EXCEL® TRAINING

Most people don’t need much convincing to use Excel, the world’s premier spreadsheet software. Its overwhelming popularity makes it the obvious choice for millions of number crunchers. But despite its wide use, few people know about Excel’s most impressive features, how to use them or why they’d want to use them in the first place. SkillPath seminars will teach you the most advanced features and functions Excel offers, allowing you to get more done in way less time.

No matter which type of user you are now, the techniques you’ll learn in this advanced two-day workshop will make your job easier and increase the sophistication of your data reporting and analyzing. If you’ve ever been frustrated using Excel because you knew there had to be a better way of accomplishing your tasks, you’ll soon be on your way to getting more done with this power-boosting program. Enroll today!

Bring this training to your office! See page 28 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

These dates are found exclusively at SkillPath.com

Advanced Microsoft Excel® Techniques

▶ TWO-DAY WORKSHOP

$399 per person | $349 each for 4 or more

ALABAMA
Birmingham – November 14 – 15
Huntsville – November 16 – 17

ARIZONA
Tempe – October 31 – November 1

CALIFORNIA
Anaheim – November 2 – 3
Concord – November 2 – 3
Long Beach – November 28 – 29
Oakland – October 10 – 11
Pasadena – October 31 – November 1
San Francisco – October 12 – 13

COLORADO
Denver – August 17 – 18
Denver – September 28 – 29

CONNECTICUT
New London – August 1 – 2

INDIANA
Lafayette – August 30 – 31

LOUISIANA
New Orleans – October 3 – 4

MARYLAND
Baltimore – August 14 – 15
Baltimore – September 20 – 21

MASSACHUSETTS
Danvers – October 12 – 13
Fitchburg – October 5 – 6
Hyannis – October 10 – 11
Springfield – October 3 – 4
Taunton – September 11 – 12
Worcester – September 13 – 14

MICHIGAN
Farmington Hills – August 14 – 15
Lansing – November 14 – 15
Troy – September 5 – 6

MINNESOTA
Bloomington – October 19 – 20
Bloomington – November 16 – 17

NEVADA
Las Vegas – November 20 – 21

NEW JERSEY
Cherry Hill – August 30 – 31
Edison – August 21 – 22
Princeton – November 16 – 17
Saddle Brook – August 9 – 10
Toms River – August 23 – 24

NEW MEXICO
Alamogordo – November 29 – 30
Albuquerque – November 8 – 9
Carlsbad – November 27 – 28
Farmington – November 6 – 7

NEW YORK
Hauppauge – August 3 – 4
New York – August 7 – 8
New York – September 18 – 19

NORTH CAROLINA
Charlotte – September 26 – 27
Raleigh – September 28 – 29

OHIO
Cincinnati – August 28 – 29
Toledo – August 16 – 17

PENNSYLVANIA
King of Prussia – November 14 – 15
Reading – August 28 – 29

TEXAS
Dallas – November 13 – 14
Denton – October 30 – 31
Ft. Worth – November 1 – 2
San Antonio – November 16 – 17

UTAH
Salt Lake City – September 26 – 27

WASHINGTON
Seattle – September 18 – 19
Seattle – October 19 – 20
Tacoma – September 20 – 21

QUICK TIP:
The Scenario tool provided in Excel is used to create multiple versions of the same worksheets so that you can take a look at what-if worst-case and best-case scenarios. It is an excellent tool to make predictions so that wise business decisions can be made.

To enroll, call toll-free 1-800-873-7545 or see page 25.
# Getting the Most From Microsoft® Excel®

**ONE-DAY WORKSHOP**

$149 per person  $139 each for 4 or more

---

| ARIZONA       | CALIFORNIA        | COLORADO       | GEORGIA       | ILLINOIS        | INDIANA        | KENTUCKY       | MICHIGAN       | MARYLAND       | OHIO            | VIRGINIA        |
|---------------|-------------------|----------------|---------------|----------------|----------------|----------------|----------------|----------------|------------------|----------------|----------------|
| Tempe – August 7           | Concord – September 6        | Denver – November 2         | Atlanta – October 2          | Oakbrook Terrace – August 7          | Lafayette – November 8     |               |               | Baltimore – October 17 | Lima – November 1 |               |
| Tucson – August 8          | Monterey – August 2          | Ft. Collins – November 3     |               |               |               |               |               | Frederick – October 18 | Toledo – November 2 |               |
|                           | San Jose – August 1          | Golden – November 1          |               |               |               |               |               |               |                  |               |
|                           |                               |                             |               |               |               |               |               |               |                  |               |
|                           |                               |                             |               |               |               |               |               |               |                  |               |
|                           |                               |                             |               |               |               |               |               |               |                  |               |
|                           |                               |                             |               |               |               |               |               |               |                  |               |

---

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

---

## MORE EXCEL TRAINING RESOURCES

Reinforce the skills found in any of our face-to-face seminars with a **LIVE Webinar**

**Upcoming Microsoft Excel Webinars:**

We recommend **Beyond VLOOKUP in Excel®** and **Excel® Data Analysis: Functions and Formulas**, two of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information— you can’t afford to miss them.

*See pages 26 – 27 for a schedule and more information.*

---

You may also be interested in ...

**Microsoft® Excel® 2016 Video Training Series**

Excel 2016 is the most powerful version ever! These training videos are guaranteed to show you something you never knew, to teach you a faster way to do an everyday task and to make your life easier and less stressful.

*Item No. 10-8306-60005; three DVD-ROMs*  
**CATALOG PRICE: $199.95**

---

To enroll, call toll-free **1-800-873-7545** or see page 25.
As a manager, part of your job is to help provide meaningful work experiences for your staff. If done correctly, that alone can greatly enhance employee engagement and loyalty to the organization. If done incorrectly or, more likely, ignored as “not part of your job,” then absenteeism, apathy and, eventually, turnover become rampant.

The work we do has a direct impact on how we feel about ourselves. But employees don’t have to be saving lives or the planet in order to feel successful. When you are a great manager, you are in a unique position to help employees discover and create their own formula for success. Be aware of what they’re doing … what makes them tick … and allow growth and independence. Finally, make sure you reward their efforts.

It’s a tough job, however. One Deloitte report shows 65 percent of employees would willingly leave the companies they currently work for. Here is a breakdown of the generational reasons for job dissatisfaction:

- **Boomers**—a lack of promotion opportunities; lack of support and appreciation for contributions
- **Gen Xers**—a lack of routes for career progress; work life isn’t compatible with family life
- **Millennials**—company sustainability doesn’t align with sustainability values of individuals; want a more fun work environment

So, how can a great manager help? There are many ways, but the following three steps are probably the most effective at locking up employee trust and loyalty:

**Provide autonomy where possible**
Let employees make their own decisions when appropriate. Demonstrate your trust by giving flexibility with work hours or work-from-home options. Encourage workers to broaden their skills and get more involved in adjacent areas at work.

**Create opportunities for growth and complexity**
Mastering new skills gives people a sense of satisfaction. Consider ways to increase the scope of a job—from more challenging assignments to opportunities for work with a variety of people. Ambitious goals and stretch opportunities enable employees to look back and map their progress. Support these opportunities with training.

**Create direct connections between effort and reward**
Let your team see the payoff—whether financial, spiritual or other—of their work. Help track efforts to easily see the daily, weekly and monthly returns for what they’re doing. Give timely feedback and encouragement.

Help employees discover strengths by allowing them to try new things. Stay involved and ever aware of their progress toward goals. Appreciate their effort and success. It’s what great managers do!

You can find more helpful career tips and articles at [http://www.skillpath.com/blog](http://www.skillpath.com/blog).
Did you know?

You can get FREE access to all the training dates in this catalog at one low price!

**ONE FULL YEAR for only $499!** It’s a fantastic deal based on the unlimited seminar attendance* alone … but that’s only the beginning. Your STAR12 pass unlocks 24/7 access to on-demand seminars … more than 350 Webinars, with new titles added every month … quick-tip videos … and much more!

**What’s a deal like that worth to you and your career? **Priceless.

*Unlimited seminars applies to all one- and two-day seminars priced $399 or less.

---

**Important information**

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.

**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 business days before the workshop are refundable, minus a 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 Credits:** 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. Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Be sure to save your Certificate of Attendance and course outline—and contact your professional licensing board or organization to verify specific requirements.

---

**For all that, passes are just $499**

Plus tax where applicable

Corporate pricing is available—call for details

**Become a passholder today!**

Call **1-800-873-7545**

or visit us online at [www.skillpath.com/star12](http://www.skillpath.com/star12).

---

**FIVE EASY WAYS TO ENROLL IN A SKILLPATH WORKSHOP**

1. **BY PHONE:**
   For the fastest service, call us toll-free at **1-800-873-7545**

2. **ONLINE:**
   Enroll online at [www.skillpath.com](http://www.skillpath.com)

3. **BY EMAIL:**
   Email your enrollment to us at [enroll@skillpath.com](mailto:enroll@skillpath.com)

4. **BY FAX:**
   Fax your enrollment 24 hours a day. Our fax number is **1-913-362-4241**. Be sure the fax includes credit card or tax-exempt information.

5. **BY MAIL:**
   Mail your enrollment to us at:
   **SkillPath Seminars**
   P.O. Box 804441
   Kansas City, MO 64180-4441

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

---

**Looking for reminders of seminars in your area PLUS special email-only discounts?**

Use our easy 3-step sign-up: [www.skillpath.com/?emr](http://www.skillpath.com/?emr)

★ 60005
What if your whole team could boost their skills at one time—in just one hour—for no more cost?

In today's super-competitive workplace, there is absolutely no substitute for knowledge and skills. But your time is valuable, and career training is hard to squeeze into the schedule, even in the best of times.

That’s why our live Webinars have been designed with your needs and goals in mind. Fast, convenient and, above all, effective, our Webinars are jam-packed with the skills you need to become better and more valued in your job, more motivated in your life and a little less stressed throughout the day. Enroll today!

More benefits of LIVE Webinar training:

- You don’t have to leave your office or conference room
- No fancy technology is required, just a high-speed Internet connection
- With compact one-hour sessions, it’s the best use of your precious time
- Trainers have been handpicked for their subject knowledge, expertise and presentation ability

When you participate in a SkillPath/NST Webinar, your registration fee entitles you to one Webinar connection—the number of people joining you to learn on each connection is totally up to you! Your single connection covers unlimited participants. The convenience—and value—simply can’t be beat.

Please call 1-800-873-7545 or visit our Web page for additional topics, more pricing options and ordering information.

HOW IT WORKS

A few days before the date of your Webinar, you’ll receive a unique registration ID and Web link that is required for connecting to your Webinar. Once you arrive, all that is needed to be connected and get today’s hottest training is to log in—we’ll take care of the technical details and connect you to your Webinar. Remember, your registration ID may only be used once—so be sure to extend the value of your training by inviting your friends and colleagues to listen in with you.
SEPTEMBER (continued)
Setting Clear Goals & Performance Expectations for Employees September 22
The Business Grammar “Crash Course” September 25
Mastering Excel® Functions & Formulas September 26
Top 10 Mistakes Managers Make and How to Avoid Them September 27
Clear and Confident Communication Skills September 28
Exempt vs. Nonexempt: Understanding FLSA’s Employee Classification Standards September 29

OCTOBER
Getting Delinquent Accounts to Pay Up October 2
The Essentials of Front Desk Safety & Security October 3
How to Manage Priorities & Time October 4
How to Read Financial Statements October 5
Legally Sound Employee Discipline October 6
Legally Handling Garnishments October 9
How to Give Effective Performance Feedback to Employees October 10
How to Create Attention-grabbing Design October 11
Proofreading Skills and Strategies October 12
How to Successfully Manage a One-person HR Department October 13
Diversity in the Workplace: Creating a Positive Culture of Acceptance & Inclusion October 16
Public Speaking Without Fear October 17
How to Prevent FMLA Abuse October 18
How to Handle Emotions Under Pressure October 19
Becoming a Customer Service Superstar—Get Primed for the Climb! October 20
Persuasive Communication October 23
Communicating Through Email: Top 10 Dos and Don’ts October 24
Excel® Data Analysis: Functions and Formulas October 25
Keys to Improving Employee Accountability October 26
Payroll Law Update October 27

Plus additional timely topics coming later this year!

WEBINAR START TIMES
2:00 p.m. Eastern  •  1:00 p.m. Central  •  12:00 p.m. Mountain 11:00 a.m. Pacific  •  10:00 a.m. Alaskan

Check www.skillpath.com/webinars or www.natsem.com/webinarschedule.cfm for all future courses

LIVE Webinar event $199
Webinar plus CD-ROM recording $298
Webinar recording $199

YOUR BEST BUY!

Each of our LIVE Webinars is recorded and may be purchased when you register for a LIVE event. CDs are available 14 – 21 days after the event.
Does your organization need training on-site?

Whether you have 3 or 300+ people to train, we can deliver a training program designed specifically for your needs and goals.

**Corporate Strategies by SkillPath** is an industry leader providing a strategic and innovative approach to on-site training for organizations across the globe. Our consultative and collaborative approach allows our team to develop a sound strategy with clear objectives and outcomes. The insight we gain through our strategic approach with our clients ensures we deliver competency-based, innovative and results-driven training solutions.

**Diverse training solutions.** We understand each company requires different training resources, and since one size does not fit all, we want to ensure we meet the needs of our clients by offering a variety of training solutions:

- Off-the-Shelf Tailored Training
- Complete Customization
- Train-the-Trainer
- Content Licensing
- Coaching
- Webinar/Teleconferencing
- Keynote Speaking
- Management Engagement

**Innovative content.** To ensure we provide the highest quality of service and products to our clients, we strive to understand the challenges and changes occurring in today’s marketplace. We focus on developing content, tools and training materials to help solve the new problems of today for our clients.

**Expertise.** Our vast knowledge of business requirements, tenure and experience allows us to make innovative and purposeful recommendations to ensure we deliver client-focused training solutions.

**Strategic approach.** Our tenured account managers, instructional designers and trainers serve as strategic partners to collaborate with our clients to ensure business results are clearly defined and achieved through creative solutions.

**Our trainers.** We maintain only the best trainers in the business through extensive evaluations after each training session. For your training program, we select from a group of highly talented individuals who are carefully matched by expertise, complementary skill sets and delivery style to meet your training requirements. Our staff includes over 300 dynamic professional trainers with years of real-world experience and expertise.

**ROI—It’s a prudent training investment.** What better way to keep your staff at their peak than with specialized training presented by pros on the issues that matter most to you? The bottom-line payoffs are tremendous.

**It’s guaranteed.** SkillPath’s on-site training comes with a 100% satisfaction guarantee. We conduct quality evaluations after each training day to ensure your complete satisfaction.

**BEST-SELLING ON-SITE TOPICS**

- Administrative Assistants Training
- Building Emotional Intelligence
- Business Writing Basics for Professionals
- Closing the Sale
- Coaching and Teambuilding Skills for Managers and Supervisors
- Creative Leadership
- Customer Service
- Dealing Effectively With Unacceptable Employee Behavior
- Diversity in the Workplace
- Effective Teamwork Strategies
- Excelling as a Manager or Supervisor
- Fundamentals of Successful Project Management
- How to Negotiate With Vendors and Suppliers
- Managing Change
- Managing Multiple Priorities
- Professional Presentation Skills
- Strategic Selling
- Understanding and Managing the Four Generations
- The Secrets to Being a Front Desk Superstar
- Discovering the Secrets of Microsoft® Access®
- How to Build Powerful PowerPoint® Presentations
- The Essentials of Microsoft® Outlook®

Call today! 1-866-222-6315 • Email: os@skillpath.com

www.skillpath.com/onsite

To see all course listings available for on-site training, visit: www.skillpath.com/onsite
HR, OSHA & FINANCE

HR policies are vital for making up the framework of your department and setting the tone for the employees in your entire workplace! Properly written policies can also keep your business out of court, which is more useful than ever with today’s increased lawsuits and ever-changing legislation. With help from NST, you’ll gain all the tools you need for having the right policies in place to protect you and your organization.

Get all your education and certification credits with NST
NST is proud to offer Continuing Education credits, HRCI certification credits and SHRM credits for eligible courses as part of our seminar training. Our partnership with these organizations shows our deep commitment to being the best learning provider in the industry. If you are looking to improve yourself, your career and your future, there is no better place than NST and our nationally recognized training programs.

HR Law

▶ ONE-DAY WORKSHOP
$149 per person  |  When 3 attend, a 4th is free

It’s more important than ever for an HR staff (and any other key managers and supervisors) to possess a keen working knowledge of the fundamentals of HR law. In this comprehensive one-day workshop, we’ll cover the basics of HR law in a fast-paced, plain-English way that will provide a whole new level of understanding to anyone who has to deal with the FMLA, the ADA, benefits and the thousands of other facets of employment law.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

ALASKA
Anchorage – November 30

CALIFORNIA
Anaheim – August 1
Long Beach – August 7
Modesto – August 2
Ontario – August 11
Pasadena – August 9
Redding – August 4
Riverside – August 10
Sacramento – August 3
Ventura – August 8

FLORIDA
Jacksonville – October 20

IDAHO
Boise – September 8

KANSAS
Topeka – August 22
Wichita – August 23

MASSACHUSETTS
Boston – October 18
Taunton – October 19
Worcester – October 16

MISSOURI
St. Louis – November 6
Springfield – November 7

NEW HAMPSHIRE
Manchester – October 17

NEW JERSEY
Cherry Hill – September 25
Morristown – September 26

NEW MEXICO
Albuquerque – November 2
Santa Fe – November 3

NEW YORK
Albany – September 19
Hauppauge – September 28
New York – September 27
Tarrytown – September 29

OKLAHOMA
Oklahoma City – August 24
Tulsa – August 25

PENNSYLVANIA
Harrisburg – November 1
King of Prussia – October 30
Wilkes-Barre – October 31

SOUTH DAKOTA
Rapid City – September 6

TEXAS
Corpus Christi – August 28
Houston – August 30
San Antonio – August 29

UTAH
Salt Lake City – November 1

VERMONT
Burlington – September 18

VIRGINIA
Charlottesville – September 20
Roanoke – September 21

WASHINGTON
Everett – November 28
Olympia – November 27
Pasco – October 31
Seattle – October 30
Tacoma – November 29

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
OSHA Workplace Safety Outreach

ONE-DAY WORKSHOP
$179 per person | When 3 attend, a 4th is free

- ALABAMA
  Mobile – September 8
  Montgomery – September 7
- ARIZONA
  Flagstaff – September 12
  Phoenix – September 13
  Tucson – September 14
- COLORADO
  Colorado Springs – August 22
  Denver – August 24
  Ft. Collins – August 23
- FLORIDA
  Ft. Lauderdale – September 9
- GEORGIA
  Athens – October 30
  Atlanta – October 31
- HAWAII
  Honolulu – November 27
- IDAHO
  Boise – October 23
  Idaho Falls – October 24
- MARYLAND
  Annapolis – November 2
- MISSOURI
  St. Louis – October 13
- MONTANA
  Billings – October 25
- NEW MEXICO
  Albuquerque – August 21
- NORTH CAROLINA
  Charlotte – October 10
  Greensboro – October 11
  Raleigh – November 1
- OHIO
  Akron – November 3
- SOUTH CAROLINA
  Charleston – August 30
  Columbia – August 29
  Greenville – August 31
- SOUTH DAKOTA
  Rapid City – August 25
- TEXAS
  Dallas – October 12
  El Paso – September 15
  San Antonio – October 11
- VIRGINIA
  Roanoke – September 5
- WASHINGTON
  Everett – November 29
  Tacoma – November 30

Specifically tailored to California law ...
- CALIFORNIA
  Sacramento – August 30
  San Francisco – August 29
  Santa Rosa – August 31

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

OSHA Workplace Safety: 30-hour General Industry Training

FIVE-DAY WORKSHOP
$999 per person | When 3 attend, a 4th is free

- ARKANSAS
  Fayetteville – Sept. 25 – 29
- FLORIDA
  Miami – Nov. 27 – Dec. 1
- GEORGIA
  Albany – August 7 – 11
- ILLINOIS
  Bloomington – August 14 – 18
- INDIANA
  Evansville – October 2 – 6
  Ft. Wayne – August 7 – 11
  Indianapolis – August 21 – 25
  Lafayette – September 18 – 22
- IOWA
  Davenport – August 21 – 25
- MARYLAND
  Ellicott City – Nov. 27 – Dec. 1
- MASSACHUSETTS
  Springfield – August 14 – 18
- MICHIGAN
  Grand Rapids – Oct. 16 – 20
  Southfield – November 13 – 17
- MINNESOTA
  Bloomington – August 7 – 11
- MISSOURI
  Columbia – August 14 – 18
  Springfield – Oct. 30 – Nov. 3
- NEW JERSEY
  Edison – October 2 – 6
  Parsippany – October 23 – 27
- NEW MEXICO
  Albuquerque – Nov. 13 – 17
- NEW YORK
  Albany – Oct. 30 – Nov. 3
  Hauppauge – Nov. 13 – 17
  New York – Nov. 27 – Dec. 1
- NORTH CAROLINA
  Raleigh – September 18 – 22
- PENNSYLVANIA
  Allentown – Oct. 30 – Nov. 3
  King of Prussia – October 16 – 20
- PUERTO RICO
  San Juan – September 11 – 15
- VERMONT
  Burlington – Nov. 27 – Dec. 1
- WISCONSIN
  Green Bay – August 7 – 11
  Madison – August 21 – 25

Specifically tailored to California law ...
- CALIFORNIA
  Anaheim – September 25 – 29
  Fresno – September 11 – 15
  Glendale – September 18 – 22

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
Payroll Law

ONE-DAY WORKSHOP

$199 per person | When 3 attend, a 4th is free

Payroll law has become so complex and ever-changing that it’s easy to make mistakes. This one-day workshop will show you exactly where you are vulnerable and, more importantly, how you can fix the problem. If you deal with payroll taxes, you won’t want to miss this easy-to-understand presentation of the latest payroll rules and regulations. Don’t chance it and just assume you’re doing it correctly—know for sure.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

ALABAMA
Mobile – August 15

CONNECTICUT
Cromwell – September 26

DELAWARE
Wilmington – November 14

FLORIDA
Pensacola – August 14

GEORGIA
Augusta – November 3

INDIANA
Evansville – August 8
Ft. Wayne – August 2
Indianapolis – August 4
Lafayette – August 7
South Bend – August 3

KANSAS
Dodge City – November 27
Salina – November 29

Topeka – November 30
Wichita – November 28

KENTUCKY
Bowling Green – August 9
Lexington – August 11
Louisville – August 10

MAINE
Augusta – October 17
Bangor – October 16
South Portland – October 18

MARYLAND
Annapolis – November 15
Ellicott City – November 16
Frederick – November 8

MICHIGAN
Bay City – September 19
Flint – September 20
Marquette – September 22
Southfield – September 21
Traverse City – September 18
Troy – October 13

NEW HAMPSHIRE
Lebanon – September 29
Manchester – September 28

NEW JERSEY
Freehold – October 5
Parsippany – October 4

NEW YORK
Albany – October 20
Binghamton – September 8
Buffalo – September 6
East Syracuse – September 5
Hauppauge – October 3
New York – October 2
Rochester – September 7

NORTH CAROLINA
Asheville – November 29
Greensboro – October 31
Hickory – November 30
Raleigh – October 30

NORTH DAKOTA
Bismarck – August 30
Fargo – August 31
Grand Forks – August 28
Minot – August 29

OHIO
Canton – August 24
Independence – August 25
Toledo – August 1

PENNSYLVANIA
Altoona – November 17
King of Prussia – November 13
Wilkes-Barre – September 25

RHODE ISLAND
Providence – September 27

SOUTH CAROLINA
Columbia – November 2
Greenville – November 1

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

As an HR pro, you know how important it is to keep up on all the changing laws and regulations, plus you want to stay current on which new methods and techniques work—and which don’t. But it’s hard to find the time—or room in the budget. That’s why this conference is so valuable. It’s designed as a convenient, low-cost way to get you up to speed on the HR laws and practices that you need to know—shoulder to shoulder with your human resources peers.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

ALABAMA
Birmingham – October 3

COLORADO
Denver – September 11

FLORIDA
Tampa – October 2

ILLINOIS
Oakbrook Terrace – October 5

INDIANA
Indianapolis – September 15

MICHIGAN
Farmington Hills – November 17

MINNESOTA
Bloomington – October 6

MISSOURI
Kansas City – September 12
St. Louis – September 13

OHIO
Akron – November 14
Beachwood – November 13
Cincinnati – November 16
Columbus – September 14
Dayton – November 15

TENNESSEE
Memphis – October 4

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
Can you afford to make a mistake when it comes to the FMLA? Can you afford the lawsuits and court dates if you’re wrong? Our expert HR trainer will shed light on the intricacies of the FMLA. You’ll get perfect clarity on the different types of leave your employees can take and what qualifies for each one. After you leave this program, you’ll never have to wonder again if your organization is vulnerable to a costly lawsuit.

Bring this training to your office! See page 51 for on-site details.

Protecting Your Company From FMLA Issues and Problems: A Checklist for HR

There’s no doubt that the FMLA is one of the most confusing regulations on the books, and it is one that affects most employers across the country. Our training experts put together a 10-point checklist of steps you can take to protect your organization and your employees:

1. Post the Department of Labor’s official “Notice of FMLA Rights” poster
2. Provide employees your company’s written FMLA policy
3. Respond to an employee’s FMLA leave request within five business days
4. Include workers’ comp absences as FMLA leave
5. Determine which measuring method you’ll use for tracking annual leave
6. Subtract intermittent leave from the 12-week employee entitlement
7. Treat the FMLA separately from the ADAAA
8. Maintain attendance bonuses to employees who are on leave
9. Use medical certification to verify serious health conditions
10. Educate every manager and supervisor about FMLA, including how to spot a possible serious health condition and when they should contact HR for help

To enroll, call toll-free 1-800-873-7545 or see page 50.
Managing Human Resources

**TWO-DAY WORKSHOP**

$399 per person  |  When 3 attend, a 4th is free

As difficult as your daily “hot issues” seem, they pale in comparison to your larger responsibilities as an HR professional. As the key talent management strategist for your organization, there’s absolutely no better way to update your knowledge than by attending Managing Human Resources. You’ll leave this comprehensive two-day course with tons of practical tools, techniques, strategies and guidelines you can use immediately to handle your HR role with greater confidence and success.

**Bring this training to your office! See page 51 for on-site details.**

**ATTEND THIS SEMINAR FREE WITH STAR12! See page 50 for details.**

<table>
<thead>
<tr>
<th>CALIFORNIA</th>
<th>KENTUCKY</th>
<th>OHIO</th>
<th>TENNESSEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresno – October 25 – 26</td>
<td>Louisville – August 8 – 9</td>
<td>Cincinnati – August 10 – 11</td>
<td>Memphis – November 8 – 9</td>
</tr>
<tr>
<td>Sacramento – September 18 – 19</td>
<td>Hagerstown – November 28 – 29</td>
<td></td>
<td>Nashville – September 7 – 8</td>
</tr>
<tr>
<td>San Diego – September 20 – 21</td>
<td>Reno – October 23 – 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FLORIDA</td>
<td>NEVADA</td>
<td>SOUTHERN CAROLINA</td>
<td>SOUTHERN DAKOTA</td>
</tr>
<tr>
<td>Orlando – August 30 – 31</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GEORGIA</td>
<td>MARYLAND</td>
<td>SOUTH DAKOTA</td>
<td>THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM</td>
</tr>
<tr>
<td>Atlanta – November 6 – 7</td>
<td>Hagerstown – November 28 – 29</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARIZONA</td>
<td>IOWA</td>
<td>NORTH CAROLINA</td>
<td>VIRGINIA</td>
</tr>
<tr>
<td>Phoenix – August 24</td>
<td>Des Moines – September 25</td>
<td>Raleigh – August 14</td>
<td>Richmond – August 16</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Virginia Beach – August 15</td>
</tr>
<tr>
<td>ILLINOIS</td>
<td>MINNESOTA</td>
<td>OHIO</td>
<td>TEXAS</td>
</tr>
<tr>
<td>Arlington Heights – October 26</td>
<td>Bloomington – September 26</td>
<td>Columbus – October 23</td>
<td>Dallas – September 29</td>
</tr>
<tr>
<td>Chicago – October 27</td>
<td></td>
<td></td>
<td>Ft. Worth – September 28</td>
</tr>
<tr>
<td>Oakbrook Terrace – October 25</td>
<td>NEW MEXICO</td>
<td></td>
<td>Houston – September 27</td>
</tr>
<tr>
<td></td>
<td>Albuquerque – August 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INDIANA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indianapolis – October 24</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Employees with attitude and performance issues can kill the team spirit and camaraderie of a department or an entire organization in an instant. As a manager, it’s your job to nip it in the bud quickly so you don’t potentially damage the terrific relationships you’ve worked so hard to build with your staff. But you MUST do it the right way— or you can end up in a costly court battle.

In just one day, learn the most common and costly mistakes managers and HR pros make during the process of disciplining employees. We’ll show you how to spot future trouble, address issues correctly and keep bulletproof documentation to legally support your decision if termination is unavoidable. Enroll today!

**Bring this training to your office! See page 51 for on-site details.**

**ATTEND THIS SEMINAR FREE WITH STAR12! See page 50 for details.**

| ARIZONA | IOWA | NORTH CAROLINA | VIRGINIA |
| Phoenix – August 24 | Des Moines – September 25 | Raleigh – August 14 | Richmond – August 16 |
| | | | Virginia Beach – August 15 |
| ILLINOIS | MINNESOTA | OHIO | TEXAS |
| Arlington Heights – October 26 | Bloomington – September 26 | Columbus – October 23 | Dallas – September 29 |
| Chicago – October 27 | | | Ft. Worth – September 28 |
| Oakbrook Terrace – October 25 | NEW MEXICO | | Houston – September 27 |
| | Albuquerque – August 25 | | |
| INDIANA | | | |
| Indianapolis – October 24 | | | |

To enroll, call toll-free 1-800-873-7545 or see page 50.
WHAT’S THE FORMULA FOR SUCCESS IN HR?

Human resources has never been more critical to a company’s success and financial health—and with ever-changing regulations, it’s never been more confusing.

As an HR pro, you juggle a dozen balls a day keeping track of critical employee issues like benefits, discipline, hiring and firing, as well as the alphabet soup of regulatory challenges like ADA, FMLA, FLSA, workers’ comp and even OSHA regulations. Luckily, SkillPath and NST are your one-stop shop for regulatory training!

Not only do we blanket the U.S. with live training events led by world-class experts on HR issues and OSHA safety training, but we have a wide choice of Webinars, books, DVDs and CD-ROMs with everything you’ll ever need back at the office to stay up to date and compliant!

LIVE Webinars are the perfect medium to brush up on your human resources skills—quick-hitting and packed with the latest information.

**Upcoming Webinars:**

This is just a sampling of the performance-boosting one-hour Webinars you can participate in LIVE in the next few months:

- **Bulletproof Documentation**
- **Diversity in the Workplace: Creating a Positive Culture of Acceptance & Inclusion**
- **Exempt vs. Nonexempt: Understanding FLSA’s Employee Classification Standards**
- **Fundamentals of Paid-Time-Off Policies in Today’s Workplace**
- **How to Be Prepared for an OSHA Inspection**
- **How to Create a Payroll Procedures Manual**
- **How to Give Effective Performance Feedback to Employees**
- **How to Legally Terminate People With Attitude Problems**
- **How to Prevent FMLA Abuse**
- **How to Successfully Manage a One-person HR Department**
- **Legally Handling Garnishments**
- **Legally Sound Employee Discipline**
- **Mental Illness & Depression Under the ADA**
- **Payroll Law Update**
- **Untangle the Triangle: FMLA, Workers’ Comp and ADA**

Convenient, affordable and full of bottom-line information—you can’t afford to miss them. And you’ll want to check in often to see what new HR, OSHA and payroll titles we add each month! See pages 26 – 27 for a schedule and more information.

Train when you want, anywhere you want, with these training tools from our resource store ...

**The Fair, Legal and Effective HR Skills for Managers Series**

Covering topics such as hiring and firing, the ADA, the FMLA and much more, this video series helps your business be successful while following the law.

Item No. 20-5121-60005; 12 DVDs

**SPECIAL CATALOG PRICE: $349**

**OSHA Compliance Suite**

Get your hands on this powerful interactive software program designed to help safety professionals who need assistance in almost all facets of an OSHA-compliant workplace.

Item No. 30-5101-60005; one CD-ROM; single-user license

**SPECIAL CATALOG PRICE: $429.95**

**Ultimate Employer**

Four best-selling HR software solutions bundled into one comprehensive framework for building and retaining employees: Descriptions Now, Policies Now, Performance Now and People Manager.

Item No. 73-4014-60005; CD-ROM software package

**SPECIAL CATALOG PRICE: $629**

**The Employee Performance Handbook, SkillPath Edition**

A complete how-to guide for employee discipline, packed with practical and legal advice and strategies to improve employee performance and avoid legal trouble.

Item No. 53-0040-60005; book

**SPECIAL CATALOG PRICE: $34.95**

To enroll, call toll-free 1-800-873-7545 or see page 50.
To enroll, call toll-free 1-800-873-7545 or see page 50.

MANAGEMENT & SUPERVISORY SKILLS

Everyone wants to get the best from their team, and our seminars cover the most essential management skills you need to make an immediate impact on your team. If you want the best possible results every time, if you want to lead your team to greatness, this is the place to start.

How to Successfully Make the Transition to Supervisor

ONE-DAY WORKSHOP

$149 per person | When 3 attend, a 4th is free

Featuring the proven skills and expert strategies you need, this engaging workshop will help you tackle any issue you’re faced with, from communication nightmares to motivation strategies. By knowing what’s expected of you and using successful supervision strategies, you’ll get everything you need to be as successful at your new position as you were at your last. If you’re new to management, or even the slightest bit uncomfortable supervising former peers, then you can’t afford to miss this training.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

Bozeman, MT participant Delena Maney said:
“I don’t normally give 10’s across the board, but this was by far the best seminar I’ve been to. The speaker was very informative and encouraging. Thank you!”

These dates are found exclusively at natsem.com

To enroll, call toll-free 1-800-873-7545 or see page 50.
The Complete Course on How to Supervise People

▶ ONE-DAY WORKSHOP
$149 per person  |  When 3 attend, a 4th is free

Is the job of supervisor tough? Yes. Yet it’s also one of the most important, and it’s definitely the pathway to a fulfilling career that can offer tremendous personal rewards for your entire life. Let us help you prepare for the rocky road every supervisor travels by making the journey less painful and infinitely more successful. Reserve your seat today!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

ARIZONA
Phoenix – September 28
Tucson – September 29

ARKANSAS
Fayetteville – August 17
Little Rock – August 18

CALIFORNIA
Anaheim – August 4
Irvine – September 12
Long Beach – August 1
Oakland – September 13
Ontario – August 3
Pasadena – August 2
San Diego – September 11
San Jose – September 14

COLORADO
Colorado Springs – August 21
Denver – August 23
Golden – August 22

HAWAII
Honolulu – August 18

IOWA
Cedar Rapids – November 29
Davenport – November 30
Des Moines – November 28

KANSAS
Wichita – August 24

MICHIGAN
Farmington Hills – October 23

MINNESOTA
Bloomington – September 14
St. Cloud – September 15

MISSOURI
Kansas City – November 27
Springfield – August 16

NEBRASKA
Omaha – October 20

NEW HAMPSHIRE
Concord – September 8
West Lebanon – September 7

NEW YORK
Albany – November 15

OHIO
Akron – October 20

OKLAHOMA
Oklahoma City – November 9
Tulsa – August 23

OREGON
Eugene – September 7
Medford – September 8
Portland – September 5
Salem – September 6

PENNSYLVANIA
Allentown – October 16
Bloomington – September 14
St. Cloud – September 15

WASHINGTON
Seattle – August 14
Spokane – August 16
Tacoma – August 15

WEST VIRGINIA
Wheeling – October 2

WISCONSIN
Appleton – September 20
Madison – September 13

WYOMING
Cheyenne – August 24

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

Assertiveness isn’t an option for success-minded managers— it’s a must-have skill. This powerful one-day seminar is designed to provide you with the communication essentials you need to manage with greater confidence and authority. You’ll master people skills and assertive communication techniques guaranteed to give you an edge when you deal with any personality, problem or situation.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

ALABAMA
Birmingham – November 17

CALIFORNIA
Anaheim – August 9
Burbank – August 7
Ontario – August 8
Sacramento – August 11
San Diego – August 10

DELWARE
Wilmington – September 18

GEORGIA
Atlanta – October 17

MARYLAND
Annapolis – October 18
Frederick – October 19

NEW MEXICO
Albuquerque – November 27

NEW YORK
Albany – September 22
Hauppauge – November 30
New York – November 29
Syracuse – September 21

PENNSYLVANIA
Allentown – September 20
Harrisburg – September 19

VIRGINIA
Fairfax – October 20
Virginia Beach – October 25

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
This intensive two-day workshop is designed for new supervisors who want to grow their management skills—and get on the fast track to achieving leadership success. Why risk your career stumbling along by trial and error when you can get up to speed fast on essential management techniques and strategies? The management skills and knowledge you need to succeed are only a two-day workshop away!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

QUICK TIP:
Learn to set goals and do it consistently. You need long-range goals that are broken down into smaller goals. Consider annual, monthly, weekly and daily goals to keep you focused on what’s most important.
The Supervisor’s Role as Trainer & Coach

ONE-DAY WORKSHOP

$199 per person | When 3 attend, a 4th is free

Superior knowledge and experience don’t always translate into the ability to teach others. And that’s exactly why you need this fun and informative one-day seminar. It’s jam-packed with proven strategies and expert techniques to help you train your staff more effectively, improving their efficiency and making you a better overall manager. Learn how the right training and coaching from you can send your team’s productivity through the roof!

Bring this training to your office! See page 51 for on-site details.

Arkansas
Little Rock – November 20

Colorado
Colorado Springs – November 2
Denver – November 1

Delaware
Dover – September 8
Wilmington – November 3

District of Columbia
Washington, DC – September 7

Florida
Jacksonville – August 4
Orlando – August 2
Tampa – August 3

Idaho
Boise – August 23
Idaho Falls – August 22

Indiana
Indianapolis – September 27

Maine
Augusta – October 6

Maryland
Annapolis – September 13
Baltimore – September 14
Hagerstown – September 12
Waldorf – September 15

Montana
Billings – November 21
Helena – November 20

Nebraska
Omaha – November 21

New Jersey
Edison – August 8
Morristown – August 7

New York
Albany – October 2
Hauppauge – August 2
Henrietta – October 4
New York – August 3
Syracuse – October 3
Tarrytown – August 1

North Carolina
Asheville – October 31
Greensboro – November 1
Raleigh – November 2

Pennsylvania
Allentown – August 9
Altoona – August 11
Harrisburg – September 11
King of Prussia – August 10
Williamsport – September 25

Tennessee
Johnson City – October 30

Virginia
Chesapeake – September 11
Fairfax – September 6
Fredericksburg – September 5
Richmond – October 5

Washington
Everett – October 3
Olympia – October 5
Pasco – August 24
Seattle – October 4
Spokane – October 2
Tacoma – October 6

Wyoming
Casper – October 30
Cheyenne – October 31

These dates are found exclusively at natsem.com

8 Reasons Why Coaching Employees Is Critical to You and Your Organization

It’s never been more important to mentor and coach employees. Millennials, especially, give their loyalty and trust to people much more than to organizations. Here are eight reasons successful companies have an active coaching and mentoring process in place and are reaping the benefits:

1. Communicates expectations and goals
2. Creates supportive relationships
3. Provides direction
4. Provides constant performance feedback
5. Identifies needed training
6. Empowers the employee
7. Improves the employee’s understanding, skills and confidence
8. Offers praise and rewards

For more insight, tips and techniques on how to coach today’s worker, enroll in The Supervisor’s Role as Trainer & Coach. We are constantly adding new cities and dates to our schedule, so call us for details or check online.

To enroll, call toll-free 1-800-873-7545 or see page 50.
Leadership & Management Skills for Women

ONE-DAY WORKSHOP

$199 per person | When 3 attend, a 4th is free

CONNECTICUT
Hartford – November 15
Norwalk – November 17
Waterbury – November 16

DELAWARE
Wilmington – October 24

ILLINOIS
Arlington Heights – August 15
Bloomington – August 30
Chicago – August 16
Oak Brook – August 17
Oakbrook Terrace – September 12
Peoria – August 29
Rockford – August 18
Schaumburg – September 13
Urbana – August 31

INDIANA
Columbus – October 11
Indianapolis – October 10
Lafayette – September 11
Merrillville – August 14

KENTUCKY
Lexington – August 28
Louisville – October 12

MAINE
Augusta – September 28
Bangor – September 29
South Portland – September 27

MASSACHUSETTS
Andover – November 29
Boston – November 30

MICHIGAN
Ann Arbor – August 24
Bay City – August 9
East Lansing – August 23
Farmington Hills – August 25
Flint – August 8
Grand Rapids – August 21
Kalamazoo – August 22
Marquette – August 11
Traverse City – August 10
Troy – September 18

NEW HAMPSHIRE
Concord – November 28
Portsmouth – November 27

NEW JERSEY
Cherry Hill – October 3
Edison – October 5
Freehold – October 4
Parsippany – October 6
Princeton – September 5

NEW YORK
East Syracuse – September 6
Jamestown – September 7

NORTH CAROLINA
Charlotte – November 2
Greenville – November 3

OHIO
Akron – September 20
Beachwood – September 19
Canton – October 30
Cincinnati – October 13
Columbus – September 21
Dayton – November 1
Lima – October 31

PENNSYLVANIA
Du Bois – October 26
Erie – September 8
Johnstown – October 25
King of Prussia – November 8
Philadelphia – November 6
Pittsburgh – October 27
West Chester – November 7
York – November 9

TEXAS
Austin – November 1
San Antonio – November 2

WISCONSIN
Appleton – August 3
Brookfield – August 4
Eau Claire – August 1
Green Bay – August 2

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

MORE MANAGEMENT & SUPERVISORY SKILLS RESOURCES

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming management Webinars:
We recommend How to Give Effective Performance Reviews, How to Effectively Supervise Off-site Employees and The Essentials of Management for First-time Managers, three of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.
See pages 26 – 27 for a schedule and more information.

You may also be interested in ...
Supervisors Success Secrets
Prepare to seize the rewards a supervisory role has by honing your skills and shaping your style. Discover a set of proven principles, achievable traits and common characteristics that will set the stage for your success.

Item No. 10-9116-60005; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Developed by the National Businesswomen’s Leadership Association, this intensive one-day workshop is designed to build on the inherent talents and strengths to help women become more effective, more confident and more successful. Invest just one day from your busy schedule, and you’ll gain the essential techniques and strategies sure to bring you career success for years to come. Don’t miss this chance to build your skills fast to become a highly effective, inspiring leader others are eager to follow!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

To enroll, call toll-free 1-800-873-7545 or see page 50.
EXCEL® TRAINING

If you’ve ever thought “There’s gotta be a better, faster way” to get things done in Excel, welcome to NST’s Excel training material. Although it is one of the world’s most used software programs, Excel can be one of the most infuriating as well. Wouldn’t it be nice to get the job done faster with less frustration? Boost your productivity, take back your valuable time and make your life at work easier when you put the power of Excel to work for you with NST’s seminars.

Advanced Training for Microsoft® Excel®

ONE-DAY WORKSHOP

$179 per person | When 3 attend, a 4th is free

As a veteran Excel user, you know that the software has unlimited capabilities for making your job easier and less stressful. But learning everything Excel can do can be a daunting task. This next-level workshop will teach you the most advanced features and functions Excel offers—taking your level of proficiency from basic to advanced. After one day of training, you’ll be amazed at how this powerful program can work for you.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

FLORIDA
Ft. Lauderdale – September 11
Ft. Myers – September 12
Gainesville – August 2
Jacksonville – August 3
Orlando – August 1
Tampa – September 13

SOUTH CAROLINA
Charleston – September 8
Columbia – September 7
Greenville – September 6

TEENESSEE
Chattanooga – September 19
Germantown – September 22
Jackson – September 21
Johnson City – September 5
Nashville – September 20

TEXAS
Houston – November 15

VIRGINIA
Roanoke – August 24

WASHINGTON
Pasco – August 31
Seattle – August 29
Tacoa – August 30

Brunswick, OH participant Nicole Damiano said:

“Great workshop! I gained a ton of knowledge about Excel—I thought I knew a lot about Excel until I came to the seminar. Two thumbs up!”

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
Become a Power User: Microsoft® Excel®

ONE-DAY WORKSHOP

$139 per person  |  When 3 attend, a 4th is free

Learn the user-friendly shortcuts, tips, tricks and time-saving commands that busy professionals like you swear by to get the most out of Microsoft Excel. This skill-boosting one-day workshop is designed specifically to uncover the many ways Excel can make your job easier. Your expert instructor will use our exclusive hands-off training approach that features state-of-the-art projection equipment. This method guarantees that you’ll learn—and retain—a maximum amount of information in a minimum amount of time!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

QUICK TIP:
Charts created in Excel can be exported to other Office programs. For example, you can use a chart created in Excel in your PowerPoint® presentation.

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

MORE EXCEL TRAINING RESOURCES

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming Microsoft Excel Webinars:

We recommend a few of our many performance-boosting one-hour Webinars:

• Maximizing the Use of Excel® Dashboards
• Microsoft® Excel® Charts & Graphs
• Mastering Excel® Functions & Formulas

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.
See pages 26 – 27 for a schedule and more information.

You may also be interested in ...
Microsoft® Excel® 2016 Video Training Series
Excel 2016 is the most powerful version ever! These training videos are guaranteed to show you something you never knew, to teach you a faster way to do an everyday task and to make your life easier and less stressful.

Item No. 10-8306-60005; three DVD-ROMs
CATALOG PRICE: $199.95

To enroll, call toll-free 1-800-873-7545 or see page 50.
The Copywriter’s Workshop

▸ TWO-DAY WORKSHOP

$899 per person | When 3 attend, a 4th is free

COMMUNICATION & MARKETING

Successful business professionals have one thing in common—the ability to positively communicate with others. No matter how awkward you might feel you are, the skills you’ll take away from an NST seminar are sure to make you a more credible, confident, persuasive communicator the very next day.

Great copywriting will make your marketing materials, Web traffic and customer engagement all see instant improved results. And you don’t need to be Hemingway to learn how to create fresh and evergreen content for your organization. No matter if your message is a 140-character Tweet or an eight-page sales letter, the skills you take from this two-day event will ensure that your copy is powerful and effective. You’ll walk away knowing how to grab your readers’ attention and hold on to it.

Bring this training to your office! See page 51 for on-site details.

ALABAMA
Huntsville – October 10 – 11
Montgomery – October 12 – 13

ARIZONA
Phoenix – November 15 – 16

ARKANSAS
Little Rock – September 26 – 27

CALIFORNIA
Oakland – October 18 – 19

COLORADO
Greeley – November 13 – 14

FLORIDA
Ft. Lauderdale – November 6 – 7

GEORGIA
Atlanta – November 8 – 9

ILLINOIS
Arlington Heights – September 20 – 21
Chicago – September 14 – 15
Rockford – September 12 – 13
Springfield – August 14 – 15

INDIANA
Evansville – August 16 – 17
Ft. Wayne – September 27 – 28

IOWA
Des Moines – August 30 – 31

LOUISIANA
Baton Rouge – August 9 – 10

MASSACHUSETTS
Worcester – October 23 – 24

MICHIGAN
Kalamazoo – September 18 – 19

MINNESOTA
Bloomington – August 28 – 29

MISSISSIPPI
Jackson – August 7 – 8

MISSOURI
Springfield – October 23 – 24

NEBRASKA
Omaha – October 10 – 11

NEW HAMPHIRE
Concord – November 29 – 30

NEW JERSEY
Princeton – August 2 – 3

NEW YORK
Hauppauge – November 6 – 7
New York – November 8 – 9

NORTH CAROLINA
Greensboro – August 21 – 22

OHIO
Akron – September 25 – 26

PENNSYLVANIA
King of Prussia – November 1 – 2

PUERTO RICO
San Juan – November 20 – 21

SOUTH CAROLINA
Greenville – August 23 – 24

TEXAS
Lubbock – October 16 – 17
San Antonio – October 12 – 13

UTAH
Salt Lake City – September 28 – 29

VIRGINIA
Fairfax – October 30 – 31
Richmond – September 7 – 8
Virginia Beach – September 5 – 6

QUICK TIP:
People look at pictures first and then move to the headline. Eighty percent of your readers will stop at the headline. Give enough information in your headline to let readers know something about the product and its benefits.

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
Social Media Marketing

➢ TWO-DAY WORKSHOP

$299 per person | When 3 attend, a 4th is free

To be successful in the modern world, you need to have a social media presence—but having a bad presence can be worse than having no presence at all. Organizations that are effectively using social media have one thing in common: They have a clearly defined plan. They know what they want to achieve from their efforts, which tools work best for their needs and how to get results. When you leave this in-depth two-day course, you’ll know all of that and more. Enroll today!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

To enroll, call toll-free 1-800-873-7545 or see page 50.

Digital Marketing Boot Camp

➢ TWO-DAY WORKSHOP

$299 per person | When 3 attend, a 4th is free

Want a real return on investment for your marketing strategies in half the time? This new workshop cuts through the hype and the buzzwords to teach you strategies that get the results YOU need. In two fast-paced days, you’ll learn to build an effective digital marketing strategy, reach your target audience and increase your visibility in an extremely competitive landscape. Results matter. Enroll today!

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

To enroll, call toll-free 1-800-873-7545 or see page 50.
How to Communicate With Tact, Professionalism and Diplomacy

ONE-DAY WORKSHOP
$199 per person | When 3 attend, a 4th is free

Contrary to popular belief, the ability to communicate with finesse and diplomacy isn’t a gift that some are born with and the rest of us lack. It’s a skill that can be learned and mastered, just like any other skill—and this special one-day training offers the easiest, most effective way to build these essential communication skills. Learn the secrets to being seen as a polished, influential professional who garners respect and builds positive relationships with ease!

Bring this training to your office! See page 51 for on-site details.

ATTEND THIS SEMINAR FREE WITH STAR12! See page 50 for details.

ARKANSAS
Fayetteville – October 23
Little Rock – October 24

CALIFORNIA
Fresno – November 8
Oakland – November 6
San Francisco – November 7

COLORADO
Boulder – September 12
Denver – September 13

CONNECTICUT
Hartford – September 27
North Haven – September 26

DISTRICT OF COLUMBIA
Washington, DC – August 2

FLORIDA
Ft. Lauderdale – August 9
Ft. Myers – August 8
Jacksonville – August 2
Melbourne – October 25
Miami – October 23
Orlando – August 3
Tallahassee – August 1
Tampa – August 4
West Palm Beach – October 24

GEORGIA
Athens – August 16
Atlanta – August 17
Atlanta – September 13

ILLINOIS
Arlington Heights – September 14
Bloomington – October 16
Champaign – October 17
Chicago – September 12
Oak Brook – September 13
Oakbrook Terrace – October 18
Rockford – September 15

INDIANA
Bloomington – November 28
Columbus – November 27
Lafayette – November 30
Merrillville – September 11
South Bend – November 3
Terre Haute – November 29

IOWA
Cedar Rapids – September 6
Davenport – September 7
Des Moines – September 5
Sioux City – September 19

KANSAS
Overland Park – September 22
Topeka – August 1
Wichita – August 2

LOUISIANA
Baton Rouge – August 24
New Orleans – August 23

MARYLAND
Annapolis – August 4
Baltimore – August 11
Towson – September 12
Waldorf – August 3

MICHIGAN
Ann Arbor – November 1
Bay City – October 30
Farmington Hills – October 31
Jackson – November 2

MINNESOTA
Bloomington – October 3
Bloomington – October 31
Duluth – October 30
Rochester – October 4
St. Cloud – October 2

MISSOURI
Chillicothe – September 25
Columbia – August 9
Kansas City – August 11
St. Charles – August 8
St. Joseph – August 10
St. Louis – August 7
Springfield – September 26

NEBRASKA
Lincoln – September 21
Omaha – September 20

NEW HAMPSHIRE
Concord – September 25

NEW JERSEY
Freehold – November 3

NEW MEXICO
Greensboro – October 2
Raleigh – August 24
Winston-Salem – August 23

OHIO
Akron – November 15
Canton – November 14
Independence – November 13

OKLAHOMA
Tulsa – August 3

PUERTO RICO
San Juan – October 27

SOUTH CAROLINA
Greenville – August 15

SOUTH DAKOTA
Sioux Falls – September 18

TENNESSEE
Nashville – September 29

TEXAS
Austin – November 30
Corpus Christi – November 29
McAllen – November 28

VIRGINIA
Fairfax – August 1
Lynchburg – September 28
Richmond – September 11

WISCONSIN
Appleton – October 25
Brookfield – October 19
Eau Claire – October 6
Green Bay – October 24
La Crosse – October 5
Madison – October 26
Racine – October 27
Wausau – October 23

QUICK TIP:
Give busy readers only what they need, and deliver it clearly and concisely. Your clarity will make them more receptive to future communication from you.
Breaking Bad Communication Habits

ONE-DAY WORKSHOP

$199 per person  |  When 3 attend, a 4th is free

As a professional, there are few things you can do that will hurt your career more than being a poor communicator. Even if you consider yourself a good communicator, there’s a good chance you’re committing some of the cardinal sins of communication without even realizing it. This one-day training workshop will help you identify and eliminate things you’re doing that are negatively affecting your communication, making you more effective and productive immediately.

Bring this training to your office! See page 51 for on-site details.

ALASKA
Anchorage – September 14
ARIZONA
Chandler – August 29
Phoenix – August 28
Tucson – August 30
CALIFORNIA
Anaheim – November 28
Bakersfield – August 24
Burbank – November 30
Concord – August 22
Ontario – November 29
Sacramento – August 21
San Diego – November 27
San Francisco – August 23
COLORADO
Denver – August 29
IDAHO
Boise – September 11
MASSACHUSETTS
Framingham – September 14
Springfield – September 11
Worcester – September 12
NEW YORK
Buffalo – October 26
East Syracuse – October 24
Henrietta – October 25
New York – November 13
OHIO
Dayton – August 17
OREGON
Portland – November 17
Salem – November 16
RHODE ISLAND
Providence – September 13
WASHINGTON
Spokane – September 12
WISCONSIN
Brookfield – September 15

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

Essential Skills of Dynamic Public Speaking

ONE-DAY WORKSHOP

$249 per person  |  When 3 attend, a 4th is free

Like many businesspeople, you may suffer from presentation butterflies or get so tongue-tied the words just won’t come. If you occasionally “um” and “ah” your way through a presentation, this workshop is just what you need to boost your confidence and credibility. From an audience of one to an audience of 100—or more—we can help you gain the vital skills you need to sail right through any presentation.

Bring this training to your office! See page 51 for on-site details.

CALIFORNIA
Anaheim – October 30
Pasadena – November 17
Sacramento – November 14
CONNECTICUT
Farmington – August 8
North Haven – August 7
MARYLAND
Baltimore – September 13
College Park – September 14
Massachusetts
Andover – August 10
Boston – August 11
Worcester – August 9
NEW HAMPSHIRE
Manchester – August 24
NEW JERSEY
Atlantic City – October 27
Cherry Hill – October 19
Edison – October 17
Freehold – October 18
Parsippany – October 16
NEW YORK
Cincinnati – November 17
Columbus – November 16
OREGON
Portland – October 30
Salem – November 15
RHODE ISLAND
Providence – August 23
SOUTH DAKOTA
Sioux Falls – November 1
TEXAS
Arlington – September 21
Austin – September 20
Dallas – September 22
Houston – August 14
Houston – September 18
San Antonio – September 19
VIRGINIA
Fairfax – September 15

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 50.
Business Grammar & Proofreading

ONE-DAY WORKSHOP

$199 per person • When 3 attend, a 4th is free

This skill-packed program is designed for busy professionals like you who want to create powerful, persuasive and more effective written communications. We’ve boiled down hundreds of grammar and writing rules to “the most important of the most important,” focusing on those skills that will make the biggest, most immediate impact on your career. Don’t wait any longer to get the crucial writing skills you need to shine like the credible, capable professional you are.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

ALABAMA
Birmingham – November 29
Huntsville – November 28
Montgomery – November 30

ARKANSAS
Little Rock – November 8

CALIFORNIA
Anaheim – November 17
Burbank – November 15
Monterey – October 2
Oakland – October 4
Ontario – November 14
Sacramento – November 3
San Jose – October 3
Torrance – November 16

DELaware
Wilmington – August 16

DISTRICT OF COLUMBIA
Washington, DC – October 20

GEORGIA
Atlanta – November 3

MARYLAND
Annapolis – October 17
Baltimore – October 16
College Park – October 18
Hagerstown – October 23
Waldorf – October 19

MICHIGAN
Grand Rapids – August 10
Kalamazoo – August 9
Troy – August 11

MINNESOTA
Bloomington – November 9

MISSOURI
St. Charles – September 28
St. Louis – September 29

NEBRASKA
Omaha – September 26

NEW JERSEY
Cherry Hill – August 15
Edison – August 29
Freehold – August 30
Princeton – August 31
Saddle Brook – August 28

NEW MEXICO
Albuquerque – October 23

NEW YORK
Albany – September 27
East Syracuse – September 26
Rochester – September 25

OHIO
Akron – November 28

PENNSYLVANIA
Harrisburg – August 18
King of Prussia – August 17
Philadelphia – August 14
Pittsburgh – November 29

SOUTH CAROLINA
Columbia – September 8

TEXAS
Arlington – September 11
Austin – September 13
Dallas – September 12
Houston – August 4
Houston – September 15
San Antonio – September 14

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

MORE COMMUNICATION & MARKETING RESOURCES

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming communication Webinars:
We recommend a few of our many performance-boosting one-hour Webinars:

• The Essentials of Facebook® Marketing
• Secrets of Clear Communication
• Active Listening Techniques for Effective Communication
• Public Speaking Without Fear

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.
See pages 26 – 27 for a schedule and more information.

You may also be interested in...

Assertive Communication Skills
Gain insight into why communication breaks down and learn simple, solid steps that’ll spare you from interpersonal interactions that turn into emotional battlegrounds.

Item No. 10-9119-60005;
one DVD and Program Guide
CATALOG PRICE: $99.95

High-impact Communication
The tools professionals use to communicate are changing quickly and dramatically. Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.

Item No. 10-9113-60005;
one DVD and Program Guide
CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 50.
Managing Multiple Priorities & Projects

ONE-DAY WORKSHOP

$149 per person | When 3 attend, a 4th is free

Confidence and personal and professional development are key components in achieving success. This one-day workshop is designed to help professionals develop and prioritize their projects and work more effectively. Attendees will learn to identify and replace old habits and behaviors that are wasting their time and sabotaging their efforts. The workshop is packed with the latest project management techniques and prioritizing tools.

Designed for the way professionals work today, this training is cutting edge, on point and packed with the latest project management techniques and prioritizing tools. You’ll pinpoint old habits and behaviors that are wasting your precious time and sabotaging your efforts, and then learn to replace them with the success habits all top achievers share. Enroll today and stay in control of projects and priorities while meeting your objectives, deadlines and budgets.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12! See page 50 for details.

**CALIFORNIA**
- Anaheim – September 20
- Bakersfield – August 30
- Burbank – September 26
- Concord – August 23
- Fresno – August 15
- Irvine – October 13
- Long Beach – September 29
- Modesto – August 22
- Monterey – August 31
- Ontario – September 28
- Palo Alto – September 18
- Pasadena – September 27
- Sacramento – August 16
- San Diego – September 19
- San Francisco – August 25
- San Jose – August 21
- Santa Rosa – August 24
- Ventura – September 25

**DELAWARE**
- Wilmington – November 1

**HAWAII**
- Honolulu – September 22

**ILLINOIS**
- Chicago – September 25
- Oak Brook – September 26
- Rockford – September 27

**IOWA**
- Des Moines – August 14

**LOUISIANA**
- Baton Rouge – August 2

**MASSACHUSETTS**
- Andover – November 8
- Boston – November 7

**NEW HAMPSHIRE**
- Manchester – September 29
- Portsmouth – November 9

**NEW JERSEY**
- Cherry Hill – November 2
- Morristown – November 29

**NEW YORK**
- New York – August 25
- Syracuse – October 16

**NORTH CAROLINA**
- Greensboro – October 27

**OHIO**
- Beachwood – August 10
- Columbus – August 11

**PENNSYLVANIA**
- Harrisburg – October 24
- Philadelphia – October 19
- Pittsburgh – November 3
- Reading – October 25
- York – October 23

**RHODE ISLAND**
- Providence – November 6

**TEXAS**
- Arlington – November 8
- Dallas – November 9

**VIRGINIA**
- Chesapeake – October 30
- Richmond – October 31

**WASHINGTON**
- Spokane – August 17

These dates are found exclusively at natsem.com

To enroll, call toll-free 1-800-873-7545 or see page 50.
The Extraordinary Administrative Professional

**ONE-DAY WORKSHOP**

$149 per person | When 3 attend, a 4th is free

It can take years of trial and error to learn all the professional skills you need to be a truly extraordinary assistant. Fortunately, there’s a better—and easier—way! This energizing seminar is the easiest, most effective way to supercharge your productivity, decrease your stress and dramatically increase your value to your boss and your organization. In just one day, you’ll gain a lifetime of essential information that will help you handle the people, projects, priorities and challenges you face every day.

**Bring this training to your office! See page 51 for on-site details.**

Attend this seminar FREE with STAR12! See page 50 for details.

**CALIFORNIA**
- Anaheim – August 3
- Burbank – August 1
- Long Beach – August 2
- Ontario – August 4

**ILLINOIS**
- Chicago – November 28
- Oak Brook – November 27

**INDIANA**
- Ft. Wayne – October 11
- Indianapolis – August 9

**IOWA**
- Cedar Rapids – October 13
- Davenport – October 12

**MICHIGAN**
- Traverse City – November 28

**MINNESOTA**
- Duluth – November 30

**MISSOURI**
- Cape Girardeau – August 16
- Columbia – September 25
- Kansas City – November 13
- St. Louis – August 17

**MONTANA**
- Billings – November 9
- Helena – November 8

**NEVADA**
- Las Vegas – September 27
- Reno – September 28

**OHIO**
- Columbus – August 10
- Lima – August 11

**OKLAHOMA**
- Oklahoma City – August 9

**PENNSYLVANIA**
- Lancaster – September 6
- Reading – September 7
- State College – September 5

**SOUTH CAROLINA**
- Charleston – October 27

**TEXAS**
- Houston – August 8
- San Antonio – August 7

**VIRGINIA**
- Virginia Beach – September 8

**WASHINGTON**
- Bellevue – November 30
- Seattle – November 29

*THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM*

Strengthening Your People Skills in the Workplace

**ONE-DAY WORKSHOP**

$199 per person | When 3 attend, a 4th is free

Effective interpersonal skills can be learned—and this intensive new workshop provides you with a one-day way to gain the essential people skills you need to push ahead in your career. No other skill set is as crucial to your professional or personal success. Get the proven tools and techniques you need to make an immediate, dramatic improvement in the way you work with others.

**Bring this training to your office! See page 51 for on-site details.**

Attend this seminar FREE with STAR12! See page 50 for details.

**IOWA**
- Davenport – August 14
- Des Moines – August 15

**MAINE**
- South Portland – October 23

** MASSACHUSETTS**
- Andover – October 24
- Boston – October 26
- Braintree – October 27
- Framingham – October 25

**MICHIGAN**
- Farmington Hills – August 16
- Grand Rapids – August 14
- Lansing – August 15
- Troy – September 22

**MISSOURI**
- Kansas City – November 6

**NEBRASKA**
- Omaha – August 16

**OHIO**
- Columbus – November 8

**OKLAHOMA**
- Oklahoma City – September 12

**TEXAS**
- Arlington – August 17
- Austin – September 15
- Dallas – August 16
- Dallas – September 13
- Houston – September 14
- Houston – October 19
- San Antonio – October 18

*THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM*

To enroll, call toll-free **1-800-873-7545** or see page 50.
Organization Skills for the Overwhelmed!

ONE-DAY WORKSHOP
$199 per person  When 3 attend, a 4th is free

This training delivers the must-have skills to master your time and maximize your effectiveness. We’ll show you how to tell which activities are good time investments and which habits you’ve picked up are flat-out time-wasters. You’ll find out how to free up countless hours with a time management plan that is customized for the way YOU work and that will hold up in the interruption-plagued, ever-changing environment you deal with.

Bring this training to your office! See page 51 for on-site details.

Attend this seminar FREE with STAR12!
See page 50 for details.

ALABAMA
Madison – August 10
Mobile – October 6

ARIZONA
Chandler – September 7
Flagstaff – September 5
Phoenix – September 6
Tucson – September 8

ARKANSAS
Little Rock – August 3

COLORADO
Colorado Springs – August 11
Denver – August 9
Ft. Collins – August 8
Golden – August 10

FLORIDA
Jacksonville – August 7
Melbourne – October 19
Orlando – October 20
Pensacola – October 5
Tallahassee – October 4
Tampa – October 18

GEORGIA
Atlanta – October 3
Atlanta – October 30

KANSAS
Overland Park – November 14

LOUISIANA
Baton Rouge – October 17

MISSISSIPPI
St. Louis – November 17
Springfield – November 15

NEVADA
Elko – October 30
Henderson – November 20

NORTH CAROLINA
Asheville – September 13
Charlotte – August 11

PENNSYLVANIA
Philadelphia – September 8

PUERTO RICO
San Juan – October 10

SOUTH CAROLINA
Charleston – September 11
Greenville – September 12

TEXAS
Arlington – October 20
Austin – November 28
Dallas – October 19
Dallas – November 27
Houston – October 18
Houston – November 30
San Antonio – November 29

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

MORE PROFESSIONAL DEVELOPMENT RESOURCES

You may also be interested in ...

Time Management Tune-up
Today, the new “normal” is having more work to do and the overwhelming sense that there’s no time to get it all done. Learn simple tips to help you allocate your time, overcome bad habits and enjoy the extra hours you’ll gain.

DVD
Item No. 10-9115-60005; one DVD and Program Guide
CATALOG PRICE: $99.95

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming professional development Webinars:

We recommend Finding Balance in Your Workday, Thinking on Your Feet: How to Speak Intelligently at a Moment’s Notice, Handling Personality Clashes in the Workplace, Confidence & Assertiveness Skills for Women and How to Manage Priorities & Time, five of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.
See pages 26 – 27 for a schedule and more information.
FIVE EASY WAYS TO ENROLL IN AN NST WORKSHOP

1. **BY PHONE:**
   For the fastest service, call us toll-free at 1-800-873-7545

2. **ONLINE:**
   Enroll online at www.natsem.com

3. **BY EMAIL:**
   Email your enrollment to us at cstserv@natsem.com

4. **BY FAX:**
   Fax your enrollment 24 hours a day. Our fax number is 1-913-362-4241. Be sure the fax includes credit card or tax-exempt information.

5. **BY MAIL:**
   Mail your enrollment to us at:
   NST
   P.O. Box 804441
   Kansas City, MO 64180-4441

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

---

**Did you know?**

You can get FREE access to all the training dates in this catalog at one low price!

**ONE FULL YEAR for only $499!** It’s a fantastic deal based on the unlimited seminar attendance* alone … but that’s only the beginning. Your STAR12 pass unlocks 24/7 access to on-demand seminars … more than 350 Webinars, with new titles added every month … quick-tip videos … and much more!

**What’s a deal like that worth to you and your career? Priceless.**

---

**Important information**

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.

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 business days before the workshop are refundable, minus a 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 Credits: NST 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. Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Be sure to save your Certificate of Attendance and course outline—and contact your professional licensing board or organization to verify specific requirements.

Group discount: When three people enroll together in an NST seminar, a fourth may attend FREE! Group discounts apply to live NST seminar registrations only and cannot be used for the STAR12 program or on-demand seminars.
Bring this training to everyone—tailored to meet your needs

Training for everything so you can accomplish anything

Improve the performance of your staff and positively impact your bottom line with a tailored training solution from NST.

Using multiple training tools and learning resources, we work with you to eliminate the skill gaps in your organization and cultivate a highly proficient staff. Our sole mission is to provide the results-driven training you need, when and where you need it, and at a price that’s cost-effective for you and your organization.

Our training solutions include:

- **On-site seminars**—choose from hundreds of training topics and bring one of our expert trainers to your organization
- **E-learning**—on-demand seminars and Webinars, online courses, professional certifications
- **Blended learning**—a tailored learning solution that combines live, instructor-led learning with convenient online training
- **Train-the-trainer certification**—our flexible and client-focused approach will provide your organization with the highest-impact train-the-trainer solution
- **Content licensing**—we can customize a course for your business or you can choose from one of our 250+ courses ready for immediate delivery
- **Coaching sessions**—executive, group or one-on-one coaching is a critical element in maximizing your organization’s training investment
- **Management engagement**—educate your management team about your training objectives and goals
- **Keynote speaking**—no matter what style of keynote presentation you’re looking for, one of our keynote speaking professionals can deliver
- **Live Webinars**—live, instructor-led training from the comfort and convenience of a participant’s office or conference room
- **STAR12**—unlimited access to seminars, Webinars and online learning tools for one year

NST offers tailored training that delivers measurable results ... engages and inspires your team for maximum retention ... and provides innovative content that meets your goals. There’s simply no better way to get your team up to speed fast while getting every professional in your organization on the same page at the same time.

**MOST POPULAR TRAINING OPTIONS**

- The Essentials of Communication and Collaboration for Leaders
- Customer Service That Wows!
- Developing Your Emotional Intelligence
- Managing Multiple Priorities and Projects
- The Business Writing Workshop
- Fundamentals of Effective Project Management
- Executive Presentation Skills
- Essential Skills of Dynamic Public Speaking
- Creative Decision Making and Problem Solving
- How to Handle Conflict and Confrontation
- Management and Leadership Skills for First-time Supervisors and Managers
- Microsoft® Excel®
- Essential Time Management and Organization Skills
- Secrets of Successful Critical Thinking and Creative Problem Solving
- Inbound Sales Strategies
- Developing Trust and Respect in the Workplace
- Conducting Employee Performance Evaluations
- How to Communicate With Tact, Professionalism and Diplomacy
- How to Handle Difficult People

To learn more about NST on-site training solutions, visit: [www.natsem.com/CorporateTraining](http://www.natsem.com/CorporateTraining)
BRAND NEW! Unlock the keys to each generation—and dispel the myths

LEADING A CROSS-GENERATIONAL WORKFORCE

Solve your biggest communication, conflict and collaboration challenges

Today’s workplace is more diverse than ever before. Not only are people from different backgrounds and cultures working together, but for the first time in history, there could be up to five generations working together. This HD-quality DVD program arms you with key leadership principles and the latest research on today’s generational trends to help you get the most from your highly skilled and very diverse team.

ONLY $199.95—IF YOU BUY NOW!

Item No. 10-9128-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $199.95

MODULES INCLUDE:

1 Understanding the Generations
Broaden your understanding of each generation in the workforce and discover general characteristics and major influences that have helped to shape their perspectives.

2 Looking Beyond Generational Trends
Identify how each generation is perceived by the others and learn the contributing factors that have shaped many of the misperceptions that linger.

3 Managing Cross-generational Teams
Build a successful multi-generational team by understanding the motivating factors for each generation, and learn what they want from you as their leader.

4 Communicating Across Generations
Understand how each generation communicates and identify tools and techniques to tailor your message for maximum clarity, effect and understanding.

5 Building a Cross-generational Team That Works Together
Teambuilding is hard even in the best circumstances, but multi-generational teams bring a whole new set of problems.

6 Addressing Generational Conflict
Identify how generational differences and communication preferences contribute to team conflict and gain strategies for nipping it in the bud before it goes too far.

ORDER NOW AND SAVE $50

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
BRAND NEW!
Powerful solutions for mastering one of the most critical components of effective leadership

EMOTIONAL INTELLIGENCE

The workplace is bursting with emotional situations, and the people who most successfully navigate through it are the ones who’ve unlocked the power of emotional intelligence (EI). This DVD is your key. Our new, exciting 90-minute program reveals the secrets of EI—the ability to stay calm and in control of every situation—and explains how to use this skill to take your career to the next level.

In this exciting 90-minute program, you’ll learn:

• The 5 attributes that comprise EI for leadership
• How to properly manage relationships in order to move a team of people in a desired direction
• The drawbacks of seeing your emotions as liabilities
• The benefits of emotions serving as assets
• How to break down the SELF Personality Profile and let it guide how you interact with others
• Proven techniques and strategies that help you better harness your emotions
• The keys to recognizing nonverbal communication messages
• Active listening strategies to help you understand what is really being said
• How to respond when you want someone to change their behavior
• Techniques for relaying bad news that can help you improve rapport and build consensus

With an emphasis on the role of EI in handling the pressure of leadership—whether you’re in management or looking to step into a leadership role—this training will improve your ability to engage and influence others and allow you to connect with everyone in a more positive way.

SAVE $50 WHEN YOU ORDER TODAY!

Item No. 10-9127-60005; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
NEW! We’re coming to your desktop!

SKILLPATH ON-DEMAND SEMINARS

Five HD-quality programs that bring critical business skills and engaging presentations of our most requested public seminars right to your desktop. It’s like having a personal one-on-one session with our nationally recognized speakers.

ORDER TODAY—AS LOW AS $99!

Business Writing Basics for Professionals
Tips, techniques and shortcuts for getting the results you want every time you write!

Item No. 10-9122-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $149

How to Become a Better Communicator
Essential communication skills training for managers, supervisors, team leaders and others.

Item No. 10-9123-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $149

Dealing Effectively With Unacceptable Employee Behavior
Get the productivity, cooperation and results you need without damaging relationships.

Item No. 10-9124-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $149

Managing Multiple Projects, Objectives and Deadlines
Get and keep control of concurrent projects, competing priorities and critical deadlines.

Item No. 10-9125-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $149

Excelling as a Manager or Supervisor
The essential skills and knowledge you need to become a great manager or supervisor.

Item No. 10-9126-60005; one DVD-ROM
SPECIAL CATALOG PRICE: $99

Each seminar includes:
- Easy-to-use program menu
- HD-quality videos
- Complete course workbook and self-assessment in PDF format

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
HD-DVD VIDEO SOLUTIONS

OUR VIDEO SOLUTIONS...

**50 Ways to Become a More Effective Leader**
Stay current and energized by transforming yourself into an outstanding leader through five powerful lessons on managing people and developing your leadership skills.

*Item No. 20-9501-60005; five DVDs and companion job aid*
*SPECIAL CATALOG PRICE: $99.95*

**High-impact Communication**
The tools professionals use to communicate are changing quickly and dramatically. Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.

*Item No. 10-9113-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Dealing With Difficult People**
Don’t let problem behavior damage your relationships. Replace harmful impulses with measured, productive dialogue and de-escalate personality clashes in your workplace.

*Item No. 10-9118-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Coaching Your Team to Higher Performance**
More than ever, managers are being required to quickly build teams that deliver results. This guide walks you through the four stages of team development and your role.

*Item No. 10-9114-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Supervisors Success Secrets**
Seize the rewards a supervisory role has by honing your skills and shaping your style. Discover a set of proven principles and common characteristics that will set the stage for your success.

*Item No. 10-9116-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Project Management Essentials**
Add “project manager” to your skill set with this 60-minute DVD and reach new heights with better quality, lower costs, shorter turnarounds and higher ROI—while your stress fades away.

*Item No. 10-9121-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Leadership Best Practices**
Survey the traits and best practices of legendary leadership thought leaders with this 60-minute DVD, and create a road map to success in your own leadership role, career and organization.

*Item No. 10-9117-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Time Management Tune-up**
Today, the new “normal” is having more work to do and the overwhelming sense that there’s no time to get it all done. Learn simple tips to help you allocate your time, overcome bad habits and enjoy the extra hours you’ll gain.

*Item No. 10-9115-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Assertive Communication Skills**
Gain insight into why communication breaks down and learn simple, solid steps that’ll spare you from interpersonal interactions that turn into emotional battlegrounds.

*Item No. 10-9119-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Powerful Presentation Skills**
It doesn’t matter if you’re making an informal or full-blown presentation ... you need a winning speaking style. Get the preparation and critical delivery skills you need to overcome any uneasiness you may have in order to make a dynamic presentation.

*Item No. 10-9120-60005; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
MICROSOFT® EXCEL® 2016 VIDEO TRAINING SERIES

The world’s best spreadsheet software just got better ...

Excel 2016 is the most powerful version ever! These training videos are guaranteed to show you something you never knew, to teach you a faster way to do an everyday task and to make your life easier and less stressful.

BUY ALL 3—ONLY $199.95

Item No. 10-8306-60005; three DVD-ROMs; list price: $449.85
SPECIAL CATALOG PRICE: $199.95

Microsoft® Excel® 2016 PivotTables
PivotTables in Excel 2016 are quite simply the easiest and best way to sort and sift through large amounts of data. If your job requires you to deal with huge amounts of data, you owe it to yourself to invest in this training DVD. Gain a powerful new tool to help you make better business decisions today!

Item No. 10-5136-60005; one DVD-ROM; list price: $149.95
SPECIAL CATALOG PRICE: $99.95

COURSE TOPICS:
- Emergency! I Need This Done Yesterday!
- Choosing the Most Functional Data
- Advanced Data Cleanup
- Using PivotTables for Company Personnel Data
- Designing Advanced HR Reports
- Multiple Reports for Your Dashboard
- Creating Custom PivotTables
- Budget Reports Made Easy
- Consolidating Worksheets
- Using Linked Tables to Create PivotTables

Microsoft® Excel® 2016 Charts & Graphs
If a picture is worth a thousand words, then a well-designed chart or graph inside your report can help you say volumes. Skip the complicated tutorials and thick manuals—this DVD is the fastest, easiest way to learn how to master charts and graphs once and for all.

Item No. 10-5137-60005; one DVD-ROM; list price: $149.95
SPECIAL CATALOG PRICE: $99.95

COURSE TOPICS:
- Essential Shortcuts for Charts
- Using Columns in Sales Charts
- Creating Quality Control Charts
- Creating a Dynamic Gantt Chart
- Configuring Colors and Labels
- Visualizing Your Data
- Plans vs. Actual: Charting Your Progress
- Using Mini-charts to Avoid Clutter
- Different Kinds of Specialized Charts
- Creating Forecast Charts

Microsoft® Excel® 2016 Shortcuts
Do you spend hours entering repetitive information, editing formulas gone wrong and formatting documents into something readable? Not any more! This one-stop resource contains the best of the best keyboard shortcuts that Excel power users swear by. You’ll discover faster ways to do all the things you want to do now—and much, much more!

Item No. 10-5138-60005; one DVD-ROM; list price: $149.95
SPECIAL CATALOG PRICE: $99.95

COURSE TOPICS:
- NEW Top 10 Shortcuts
- Using Flash Fill
- Fill Handle Tips and Techniques
- Using Custom Number Formats
- Five Formatting Shortcuts
- The Ultimate Shortcut: Formatting as a Table
- PivotTable Reports and Data Analysis
- Designing Your Own Macro Shortcuts
- Using Relative Recordings and Looping Commands
- Sharing Shortcuts With a New Excel Add-in

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
BEST SELLER! Over four hours of premium content on five CD-ROMs ...

BILL CAPODAGLI PRESENTS
THE DISNEY WAY SERIES

Instill the Disney vision in your company with these five CD-ROMs based on Bill Capodagli's best-selling book

The Disney Way Series provides comprehensive customer service training and management strategies from Disney expert and best-selling author Bill Capodagli, who has made a career of analyzing the incredible business phenomenon that is Disney. With this five-part program, companies large and small can bring greater vision and innovation to their business operations and achieve success beyond their highest expectations. Bill shows you how to employ the same leadership, creativity and customer service secrets that Disney uses to tackle your most daunting business challenges.

The Disney Way Series includes five contemporary, fun and informative modules to watch individually or as a group and assessments to test your grasp of the material. Get yours today!

WHAT’S INCLUDED:

Innovate—The Pixar Way:
Go on a tour of the most innovative, creative organization in the world. You’ll learn how to believe in your team … how to jump in and try something different … how to create your own corporate playground … and more.

The Disney Way:
Learn the inside story behind the Disney empire’s phenomenal success, including the brilliant strategies and principles you can easily adapt in your own company to create your pathways to excellence.

Customer Service—The Disney Way:
Walt Disney fully understood that every aspect of business is “show business” and every customer encounter means an employee is on stage. Learn the secret to dazzling customers in every encounter to win their loyalty for life.

Creativity—The Disney Way:
The Disney creative genius extends well beyond animation, movies and theme parks to encompass the behind-the-scenes business operations as well. Discover the simplicity of Disney creativity, which culminates in a feeling throughout your organization that there is no obstacle that can’t be overcome.

Leadership—The Disney Way:
Success in business comes from passionate leadership and a relentless pursuit of excellence. There’s no better model to follow in this quest than Disney. Employ the same leadership strategies that Disney uses to tackle your most daunting business challenges.

Item No. 20-8305-60005; 5 CD-ROMs and program assessments
SPECIAL CATALOG PRICE: $199.95

Also available on one USB flash drive;
Item No. 20-7001-60005

ORDER NOW AND SAVE 50%

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
STAR12 ... MORE options, MORE extras, MORE value

STAR12 is the best value we’ve ever offered.

Think about this. Your favorite seminars in this catalog average about $250 a session. So choosing two may cost around $500. Now imagine attending as many seminars as you want for ONE FULL YEAR for only $499!

It’s a fantastic deal based on the unlimited seminar attendance* alone … but that’s only the beginning. Your STAR12 pass also unlocks 24/7 access to:

- On-demand seminars—hundreds of topics available for viewing when you want, where you want
- More than 350 Webinars, with more added every month—60-minute programs packed with helpful tips
- Quick-tip videos
- FranklinCovey Online Audio Collection
- Guided learning
- Extra discounts on books, CDs and DVDs at seminars
- CEU credits

What’s a deal like that worth to you and your career? Priceless.

“STAR12 is the perfect answer to today’s tough budgeting dilemmas of how to do more with less. It’s a great investment.”
— Jacqueline B., San Antonio, TX

“I enrolled in STAR12 because the price was too good. I access anything as many times as I want without any cost. This month alone, I am enrolled in six Webinar sessions, and they are all FREE!”
— Ginnette C., Fremont, OH

“STAR12 has such a great variety of training. I’ve received training worth $5,834.00 at minimal cost. I couldn’t pass it up and have renewed my membership every year.”
— Erin A., Cedar Rapids, IA

If you care about your future, then this deal is too good to pass up!

★ = 60005

For all that, passes are just $499

Plus tax where applicable

Corporate pricing is available—call for details. *Unlimited seminars applies to all one- and two-day seminars priced $399 or less.

Become a passholder today! Call 1-800-873-7545
or visit us online at www.skillpath.com/star12.
LEADING A CROSS-GENERATIONAL WORKFORCE

Solve your biggest communication, conflict and collaboration challenges

Today’s workplace is more diverse than ever before. Not only are people from different backgrounds and cultures working together, but for the first time in history, there could be up to five generations working together. This HD-quality DVD program arms you with key leadership principles and the latest research on today’s generational trends to help you get the most from your highly skilled and very diverse team.

SPECIAL CATALOG PRICE—ONLY $199.95
For more details, see page 52.

To order, call toll-free 1-800-873-7545