DEVELOP YOUR TALENT
SHAPE YOUR FUTURE

MAY – AUGUST 2018
• OVER 2,500 available seminar dates
• LIVE seminars in more than 400 locations
• 60+ quick 1-hr. Webinars
• STAR12 unlimited seminars
Helping to Build a BETTER WORKFORCE Since 1989

For nearly 30 years, our focus has been on helping you, your staff and your business be better—better communicators, better leaders and better employees. Call us selfish, but we take pride in your professional improvement.

You won’t be the only one to benefit when you train with us

As extensions of the Graceland College Center for Professional Development and Lifelong Learning, both SkillPath and National Seminars operate with an overarching mission: Provide tools and instruction so that those who want to be better can be.

We support that mission every day of the year through more than 8,000 public seminars, more than 250 live Webinars and thousands of hours of on-demand learning content. But we don’t stop there.

Each year, SkillPath and National Seminars contribute 100% of our excess earnings to support students. Since 2001, we have contributed more than $125 million to Graceland University scholarship and endowment funds. And all of it is thanks to lifelong learners like you!

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.

10,745,271

Since 1989, we’ve trained more than 10 million people worldwide.

FORTUNE
1000

And we’ve trained employees from 97% of the Fortune® 1000 list.

We train more than 250,000 individuals at 8,000+ live events.

The skills to make you better, the answers to make you smarter, the options to make you happy

Different learning objectives require different tools and techniques. Our comprehensive catalog of courses gives you the option to choose what and how you learn and puts you in charge of your professional development path.

In-person SEMINARS

Enterprise SOLUTIONS

LIVE WEBINARS

Courses ON-DEMAND

Products & RESOURCES

Visit SkillPath.com or NatSem.com for seminar details, complete product listings and more.

5 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
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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.

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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.natsemin.com

Email to enroll@skillpath.com

By fax or mail: See page 51 for more details

Looking for training brought right to your door?

SkillPath Enterprise Solutions leverages decades of experience and vast content expertise to create a unique learning experience customized to your business’s needs and built around your objectives. Discover the on-site answer to your corporate training challenge.

See pages 30 – 31 for exciting on-site opportunities!
You’re a successful leader. Or maybe you’re new to management. Either way, like many others, you have a hole in your skill set—delegating, communicating, coaching and teambuilding or something else—that you’d love to fill. However, with your busy schedule, finding the time to fill that gap can be difficult. Your days are packed ... and your nights? Well, you’d like some semblance of a life outside of the office.

Lucky for you, the answer is in your hands! At SkillPath and NST, our collection of management and leadership seminars, Webinars, DVDs, CD-ROMs, books and other resources provides career-developing knowledge and skills that will immediately impact your life. Browse the next few pages to find the perfect options that fit you and your unique situation!

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

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

- Managing Millennials and a Younger Workforce
- Top 10 Management Survival Skills for First-time Supervisors
- Managing Employees Who Are Stretched to the Max
- Managing and Motivating the Most Challenging Employee Types
- Strategies for Better Engaging Your Employees With Dr. Bob Nelson
- Managing Those Resistant to Change
- Crucial Leadership Skills for Women
- Workplace Conflict Resolution for Managers and Supervisors
- Stepping Into a Leadership Role

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 leadership and teambuilding skill set!

See pages 28 – 29 for a schedule and more information.

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

**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. 20-9501-60008; 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. 10-9117-60008; one DVD and Program Guide*
*SPECIAL CATALOG PRICE: $99.95*

**Leading a Cross-generational Workforce**
Today’s workplace is more diverse than ever before. 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.

*Item No. 10-9128-60008; one DVD-ROM*
*SPECIAL CATALOG PRICE: $199.95*

To enroll, call toll-free 1-800-873-7545 or see page 51.
LEADERSHIP SEMINARS

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.

ATTENDEE RATED:

“Just great! … relevant, infused with humor, energy and experience. I will be attending more training.”

— G. Alcaraz, San Francisco, CA

Management & Leadership Skills for First-time Supervisors & Managers

Bring any training course on-site to your location! See pages 30 – 31.

$299 per person

When 3 attend, a 4th is free!

TWO-DAY WORKSHOP

Get on the fast track to achieving leadership success

Why stumble along by trial and error? This intensive two-day workshop is designed for new supervisors to grow their management skills—fast.

• Find your management style
• Learn to communicate appropriately
• Identify your role in delegation, team performance, discipline and more

Download a course brochure, learn more and register at NatSem.com

ALABAMA
Mobile – June 7 – 8
ARIZONA
Phoenix – June 4 – 5
CALIFORNIA
Eureka – July 23 – 24
Sacramento – May 10 – 11
San Diego – July 10 – 11
San Jose – May 8 – 9
Santa Rosa – May 23 – 24
COLORADO
Colorado Springs – July 9 – 10
Denver – July 11 – 12
CONNECTICUT
Cromwell – June 12 – 13
New London – June 18 – 19
Shelton – June 14 – 15
DELAWARE
Wilmington – June 27 – 28
DISTRICT OF COLUMBIA
Washington, DC – July 31 – Aug. 1
FLORIDA
P. Lauderdale – August 9 – 10
GEORGIA
Atlanta – August 7 – 8
HAWAII
Honolulu – August 16 – 17
ILLINOIS
Arlington Heights – August 2 – 3
Bloomington – July 26 – 27
Chicago – August 29 – 30
Oakbrook Terrace – July 31 – Aug. 1
Springfield – July 11 – 12
INDIANA
Bloomington – May 21 – 22
Columbus – August 27 – 28
Lafayette – July 9 – 10
IOWA
Cedar Rapids – July 16 – 17
Davenport – July 18 – 19
Des Moines – July 12 – 13
R. Dodge – July 10 – 11
KENTUCKY
Bowling Green – July 30 – 31
Louisville – August 1 – 2
MAINE
Augusta – July 24 – 25
South Portland – July 26 – 27
MARYLAND
Annapolis – August 27 – 28
Hagerstown – August 22 – 23
Waldorf – August 29 – 30
MASSACHUSETTS
Andover – August 2 – 3
Boston – August 7 – 8
Taunton – August 15 – 16
MICHIGAN
East Lansing – June 13 – 14
Flint – August 9 – 10
Troy – August 7 – 8
MINNESOTA
Bloomington – June 18 – 19
MISSISSIPPI
Gulfport – June 27 – 28
Hattiesburg – June 5 – 6
MISSOURI
Kansas City – August 13 – 14
St. Louis – June 20 – 21
Springfield – August 15 – 16
NEBRASKA
Lincoln – May 23 – 24
NEW HAMPSHIRE
Manchester – August 21 – 22
Portsmouth – August 23 – 24
NEW JERSEY
Atlantic City – June 25 – 26
Cherry Hill – June 6 – 7
NEW MEXICO
Albuquerque – August 29 – 30
NEW YORK
Hauppauge – May 21 – 22
New York – May 2 – 3
New York – June 4 – 5
NORTH DAKOTA
Fargo – May 2 – 3
OHIO
Akron – May 2 – 3
Dayton – May 23 – 24
Lima – May 14 – 15
Toledo – June 11 – 12
Zanesville – May 16 – 17
OKLAHOMA
Lawton – June 25 – 26
Oklahoma City – June 6 – 7
Tulsa – June 4 – 5
OREGON
Medford – July 9 – 10
Portland – July 24 – 25
PENNSYLVANIA
Allentown – May 23 – 24
Bloomsburg – May 1 – 2
RHODE ISLAND
Providence – August 13 – 14
TEXAS
Dallas – August 6 – 7
Ft. Worth – August 8 – 9
Houston – May 15 – 16
Lubbock – June 27 – 28
VIRGINIA
Fairfax – August 20 – 21
WASHINGTON
Everett – July 18 – 19
Olympia – July 26 – 27
Spokane – July 12 – 13
Tacoma – July 16 – 17
WISCONSIN
Appleton – June 12 – 13
Madison – June 14 – 15

"Just great! … relevant, infused with humor, energy and experience. I will be attending more training.”

— G. Alcaraz, San Francisco, CA
How to Successfully Make the Transition to Supervisor

$149 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Everything you need to make the jump from staff to supervisor

This engaging workshop will help new managers tackle any issue they’re faced with, from communication nightmares to motivation strategies.

- Adapt to new responsibilities
- Adjust to sometimes complex changes in work relationships

Download a course brochure, learn more and register at NatSem.com

Attendee Rated:

A TIP STRAIGHT FROM THIS WORKSHOP:

As a manager, it may seem easier and faster to boss others around than build consensus. It gets quick results, doesn’t it? In the long run, however, your department and your life will run more smoothly if you have others work with you in a spirit of respect and not fear.

- Create connections, not commands
- Demonstrate your expertise
- Show how your decisions result in positive results
- Explain the chain of command

Signs that you have established your authority

- You don’t have to explain your decisions (but you do anyway)
- Meetings you lead run smoothly
- The company know-it-all asks you for advice
- You never have to say, “Because I said so!” or, “Do it, or else!”

Arkansas
Fayetteville – May 23
Hot Springs – May 22
Little Rock – May 11

California
Irvine – May 7
Pasadena – May 10
Torrance – May 8
Van Nuys – May 9

Colorado
Denver – May 30
Denver – June 22
Golden – May 29

Delaware
Dover – July 10

Hawaii
Honolulu – June 25

Illinois
Arlington Heights – May 21
Chicago – May 22
Oak Brook – May 23
Rockford – May 24

Indiana
Evansville – August 24
Ft. Wayne – August 15
Indianapolis – August 17
South Bend – August 16

Kansas
Overland Park – May 8
Wichita – May 9

Kentucky
Ashland – August 21
Lexington – August 23

Maryland
Baltimore – June 9
College Park – June 7
Frederick – June 6
Salisbury – July 9

Massachusetts
Andover – May 4
Boston – May 3
Taunton – May 2
Worcester – May 1

Mississippi
Jackson – May 21

Missouri
Columbia – May 7

New Hampshire
Concord – July 20

New Jersey
Atlantic City – July 12
Cherry Hill – July 13
Edison – June 26
Freehold – June 25
Parsippany – June 27

New York
Albany – July 19
Buffalo – July 16
Hauppauge – July 10
Melville – July 9
New York – July 11
New York – August 20
Syracuse – July 17
Utica – July 18

Ohio
Akron – August 2
Beachwood – August 3
Cincinnati – August 22
Columbus – July 30
Dayton – August 13
Toledo – August 14
Youngstown – August 1
Zanesville – July 31

Oklahoma
Oklahoma City – May 10

Pennsylvania
Allentown – June 28
Butler – June 21
Erie – June 22
King of Prussia – June 15
Lancaster – June 11
Pittsburgh – June 20
Scranton – June 14
Williamsport – June 13
York – June 12

Texas
Midland – May 31

Virginia
Chesapeake – July 20
Fairfax – June 5
Fredericksburg – June 4
Richmond – July 19
Roanoke – July 18
Winchester – July 17

West Virginia
Charleston – August 20
Morgantown – June 19

To enroll, call toll-free 1-800-873-7545 or see page 51.
Get unlimited access to seminars and online training with STAR12! See page 59.
How to Excel at Managing and Supervising People

$299 per person

$269 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 51.

MASSACHUSETTS
Framingham – August 9 – 10
Springfield – July 16 – 17
Worcester – June 6 – 7

MICHIGAN
Farmington Hills – May 15 – 16
Troy – June 25 – 26

MISSOURI
Kansas City – May 21 – 22

MONTANA
Missoula – August 27 – 28

NEW JERSEY
Atlantic City – August 1 – 2
Edison – June 4 – 5
Princeton – July 30 – 31

NEW YORK
Buffalo – June 19 – 20
New York – August 29 – 30
Plattsburgh – August 27 – 28
Rochester – August 7 – 8

NORTH CAROLINA
Asheville – June 20 – 21
Raleigh – July 24 – 25

OHIO
Canton – May 17 – 18
Cleveland – June 27 – 28

OREGON
Bend – May 3 – 4

PENNSYLVANIA
Chambersburg – August 13 – 14
New Castle – August 21 – 22
West Chester – May 3 – 4

SOUTH CAROLINA
Columbia – July 10 – 11
Greenville – August 23 – 24

SOUTH DAKOTA
Sioux Falls – May 14 – 15

TEXAS
Austin – July 16 – 17
Dallas – May 3 – 4
Dallas – June 14 – 15
El Paso – July 25 – 26
Ft. Worth – May 1 – 2
San Antonio – July 18 – 19

CALIFORNIA
Anaheim – May 14 – 15
Irvine – June 6 – 7
Long Beach – May 21 – 22
Oakland – August 22 – 23
Ontario – May 16 – 17
Palm Springs – August 29 – 30
Pasadena – May 29 – 30
Sacramento – August 20 – 21
Santa Monica – May 31 – June 1

CONNECTICUT
Norwalk – May 29 – 30
Waterbury – May 31 – June 1

DISTRICT OF COLUMBIA
Washington, DC – May 31 – June 1

FLORIDA
Daytona Beach – July 26 – 27
R. Lauderdale – May 16 – 17
R. Myers – May 14 – 15
R. Pierco – July 12 – 13
Lakeland – June 27 – 28

GEORGIA
Athens – May 23 – 24
Atlanta – May 21 – 22
Atlanta – June 18 – 19

ILLINOIS
Chicago – June 4 – 5
Oak Brook – May 2 – 3
Oakbrok Terrace – June 6 – 7

INDIANA
R. Wayne – May 31 – June 1
Indianapolis – May 29 – 30

KANSAS
Overland Park – June 11 – 12
Topeka – June 13 – 14

LOUISIANA
New Orleans – June 25 – 26

MAINE
Bangor – May 17 – 18

MARYLAND
Annapolis – May 7 – 8
Baltimore – May 15 – 16
Baltimore – June 21 – 22
College Park – May 29 – 30
Frederick – May 17 – 18

VIRGINIA
Roanoke – May 2 – 3
Virginia Beach – May 9 – 10
Winchester – August 15 – 16

WISCONSIN
La Crosse – August 9 – 10
Wausau – August 7 – 8

WYOMING
Cheyenne – June 20 – 21
Rock Springs – June 18 – 19

Ft. Lauderdale – May 16 – 17
Ft. Myers – May 14 – 15
Ft. Pierce – July 12 – 13
Lakeland – June 27 – 28

To enroll, call toll-free 1-800-873-7545 or see page 51.

Boost performance, productivity and your bottom line
In two days, you’ll gain skills that will give you a tremendous edge in your supervisory job now and throughout your professional future.

• Manage with trust and integrity
• Handle performance problems
• Get organized and get more done every day

Download a course brochure, learn more and register at SkillPath.com

A TIP STRAIGHT FROM THIS WORKSHOP:

Attendee Rated:

Every cloud has a silver lining. With change comes the chance to progress and develop new skills or, perhaps, move into an advanced or lateral position with different responsibilities that will help career progress.

Help employees LEAD the way to change:

Learn new skills
Earn valuable career development opportunities
Advancement opportunities
Develop new responsibilities that can help employees progress in their careers

To enroll, call toll-free 1-800-873-7545 or see page 51.
Bring any training course on-site to your location! See pages 30 – 31.
ONE-DAY WORKSHOP

Dealing Effectively With Unacceptable Employee Behavior

Great coaching can send your team's productivity soaring
This one-day course shows how to use your own knowledge and experience to teach others to improve efficiency and work smarter.

- Identify and correct skill gaps
- Decide correct training methods
- Master the important skill of delegation—when and why

Download a course brochure, learn more and register at NatSem.com

To enroll, call toll-free 1-800-873-7545 or see page 51.

Attendee Rated:

$149 per person

When 3 attend, a 4th is free!

ALABAMA
Birmingham – June 25

ALASKA
Anchorage – June 22

ARIZONA
Chandler – May 1
Phoenix – June 6

CALIFORNIA
Anaheim – June 19
Concord – July 13
Long Beach – June 22
Oakland – June 7
Ontario – June 20
Pasadena – June 21
San Diego – June 18
San Jose – June 8

CONNECTICUT
Cromwell – August 27

FLORIDA
Jacksonville – August 15
Orlando – August 14
Tampa – August 13

IDAHO
Boise – August 21
Idaho Falls – August 20

INDIANA
Evansville – May 3
Lafayette – May 4

KENTUCKY
Lexington – May 1
Louisville – May 2

MAINE
Bangor – July 27

MASSACHUSETTS
Andover – July 10
Braintree – July 11
Springfield – July 9
Worcester – July 24

MINNESOTA
Bloomington – August 1
Duluth – July 30
St. Paul – July 31

NEVADA
Las Vegas – May 3
Reno – May 4

NEW HAMPSHIRE
Manchester – July 26
West Lebanon – July 25

NEW JERSEY
Atlantic City – August 23
Cherry Hill – August 24
Edison – August 21
Freehold – August 22
 Parsippany – August 20

NEW MEXICO
Albuquerque – June 5

NEW YORK
Glens Falls – July 13
Hauppauge – August 29
New York – August 28

RHODE ISLAND
Providence – July 12

TENNESSEE
Chattanooga – June 26
Memphis – May 31
Nashville – June 1

TEXAS
El Paso – June 4

UTAH
Salt Lake City – May 2

VERMONT
Burlington – July 23

IOWA
Cedar Rapids – May 10
Davenport – May 11

MARYLAND
Annapolis – June 12

MICHIGAN
Farmington Hills – May 17
Lansing – June 13
Troy – June 14

MINNESOTA
Bloomington – May 9
Bloomington – June 11
Duluth – May 8

NEBRASKA
North Platte – May 21
Scottsbluff – May 22

NEW MEXICO
Alamogordo – May 2
Albuquerque – May 3

OHIO
Akron – June 15

OREGON
Klamath Falls – May 29
Salem – May 30

TEXAS
Corpus Christi – August 29
Dallas – August 21
Houston – July 23
Houston – August 28
Lubbock – May 4
San Antonio – August 27
Wichita Falls – August 20

WEST VIRGINIA
Charleston – May 18

WISCONSIN
Green Bay – August 22

$199 per person

$139 each for 4 or more

ONE-DAY WORKSHOP

Turn underachievers into productive team members
This workshop offers insight into both coaching and discipline, from assessment to intervention to corrective or punitive actions.

- Have guilt-free discussions
- Redirect disruptive conduct
- Recognize the real problem and develop solutions together

Download a course brochure, learn more and register at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 51.
Leadership & Management Skills for Women—One-day Workshop

$199 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

A unique event to learn career skills and network with peers

This intensive training day is designed to build on the inherent talents and strengths that help women become more confident and more successful.

- Master the keys to greater influence
- Successfully lead through times of chaos and pressure

Leadership & Management Skills for Women—Enhanced Two-day Training

$299 per person

$269 each for 4 or more

TWO-DAY WORKSHOP

Is your leadership career going according to plan?

Created by women who are experts in their fields, this two-day workshop is filled with leadership tips and interpersonal insights.

- Leverage your skills and talents
- Eliminate career roadblocks
- Increase your visibility, effectiveness and power

Download a course brochure, learn more and register at NatSem.com

Download a course brochure, learn more and register at SkillPath.com

Get unlimited access to seminars and online training with STAR12! See page 59.
Coaching and Teambuilding Skills for Managers and Supervisors

$199 per person

To enroll, call toll-free 1-800-873-7545 or see page 51.

ONE-DAY WORKSHOP

Motivate ... communicate ... support ... train ... reward
If you’re responsible for getting results from any group of people, then you’re in charge of a team—and the team’s success depends on you.

- Reenergize your team
- Lead a diverse group to achieve shared goals
- Inspire productive teamwork

Download a course brochure, learn more and register at SkillPath.com

ARIZONA
Phoenix – May 18
CONNECTICUT
Waterbury – June 15
FLORIDA
Daytona Beach – May 3
Jacksonville – May 4
Lakeland – May 2
Tampa – May 1
GEORGIA
Atlanta – May 23
Atlanta – June 27
Savannah – May 24

ILLINOIS
Arlington Heights – May 10
Oak Brook – May 8
Oakbrook Terrace – June 5
Rockford – May 9
INDIANA
Indianapolis – May 7
KANSAS
Overland Park – June 20

MASSACHUSETTS
Danvers – June 13
Worcester – June 14

MICHIGAN
Grand Rapids – June 4
Lansing – July 10
Traverse City – July 9

MINNESOTA
Bloomington – May 16
Bloomington – June 7
Bunker – May 17

MISSOURI
Columbia – June 19
Kansas City – May 15
Springfield – June 18

NEW HAMPSHIRE
Concord – August 2
Manchester – July 31
Portsmouth – August 1

NEW MEXICO
Albuquerque – July 19

NEW YORK
Irving – August 12

NEW YORK
Albany – May 15
East Syracuse – May 24

PENNSYLVANIA
Pittsburgh – May 18
Pittsburgh – June 22

TEXAS
Dallas – July 17
Dallas – August 15

VICINITY
Burlington – July 30

VIRGINIA
Virginia Beach – June 22

WISCONSIN
Appleton – August 10
Brookfield – August 9

Coaching and Mentoring Skills for Leadership Success

$199 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Forward-thinking ideas for results-focused leaders
Relying on your supervisory skills simply doesn’t work with today’s workforce—moving to the next level requires mentoring and coaching.

- Handle (and keep) top talent
- Create a stronger, more cohesive team
- Coach up your underachievers

Download a course brochure, learn more and register at NatSem.com

ALABAMA
Birmingham – July 31
Mobile – July 30

ARIZONA
Phoenix – August 28
Tucson – August 27

COLORADO
Denver – July 10
Golden – July 9

FLORIDA
Ft. Lauderdale – July 9
Pensacola – July 10

GEORGIA
Atlanta – August 1

IDAHO
Twin Falls – July 11

ILLINOIS
Arlington Heights – August 8
Bloomington – August 6
Oak Brook – August 7

KENTUCKY
Louisville – July 11

MARYLAND
Annapolis – May 2
Baltimore – May 1
College Park – May 4
Salisbury – May 18

MICHIGAN
Cranbrook – May 1

MINNESOTA
Bloomington – May 16
Bloomington – June 7
Bunker – May 17

MISSOURI
Columbia – June 19
Kansas City – May 15
Springfield – June 18

NEW HAMPSHIRE
Concord – August 2
Manchester – July 31
Portsmouth – August 1

NEW MEXICO
Albuquerque – July 19

NEW YORK
Irving – August 12

NEW YORK
Albany – May 15
East Syracuse – May 24

PENNSYLVANIA
Pittsburgh – May 18
Pittsburgh – June 22

TEXAS
Dallas – July 17
Dallas – August 15

VICINITY
Burlington – July 30

VIRGINIA
Virginia Beach – June 22

WISCONSIN
Appleton – August 10
Brookfield – August 9

Attendee Rated:

Attendee Rated:

To enroll, call toll-free 1-800-873-7545 or see page 51.
Excelling as a Highly Effective Team Leader

$299 per person

$269 each for 4 or more

TWO-DAY WORKSHOP

Solutions that lead workers to peak performance

Learn practical techniques for achieving your true potential as a team leader who earns trust, respect and enthusiastic effort.

- Provide important feedback
- Encourage team innovation
- Create clear team goals and rally others to share your vision

Download a course brochure, learn more and register at SkillPath.com

The Managers and Supervisors Conference

$149 per person

$139 each for 4 or more

ONE-DAY CONFERENCE

Boost management effectiveness at every level

You-pick-the-training event with dozens of fresh techniques and time-tested approaches for performing at the top of your game.

- Patiently handle problems
- Communicate clearly
- Hire top talent and keep your top performers happy

Download a course brochure, learn more and register at SkillPath.com

ARIZONA
Phoenix – June 11 – 12
Tempe – July 26 – 27

CALIFORNIA
Anaheim – May 9 – 10
Fresno – May 7 – 8
Irving – June 13 – 14
Pasadena – May 14 – 15
Sacramento – July 16 – 17
San Diego – May 16 – 17
Ventura – July 18 – 19

COLORADO
Denver – June 20 – 21
Denver – July 26 – 27
P. Collins – July 24 – 25
Golden – June 18 – 19

FLORIDA
Jacksonville – August 29 – 30
Lakeland – August 20 – 21
Tallahassee – August 27 – 28
Tampa – August 22 – 23

ILLINOIS
Oak Brook – August 20 – 21

MAINE
Portland – June 12 – 13

MICHIGAN
Farmington Hills – June 14 – 15
Troy – July 16 – 17

NEW HAMPSHIRE
Concord – June 27 – 28
Portsmouth – June 25 – 26

NEW JERSEY
Edison – May 16 – 17
Parsippany – May 14 – 15

NEW YORK
Binghamton – June 20 – 21
Buffalo – May 8 – 9
New York – May 10 – 11
New York – June 13 – 14

NORTH CAROLINA
Charlotte – August 8 – 9
Greensboro – August 6 – 7

OHIO
Akron – July 19 – 20
Cleveland – July 23 – 24
Mansfield – July 17 – 18
Toledo – July 25 – 26

OREGON
Portland – May 23 – 24
Salem – May 21 – 22

PAKEsasas
Memphis – August 29 – 30
Nashville – August 27 – 28

TEXAS
Austin – May 23 – 24
San Antonio – May 21 – 22

UTAH
Salt Lake City – July 24 – 25

VERMONT
Rutland – May 31 – June 1

WASHINGTON
Olympia – June 18 – 19
Seattle – June 20 – 21
Tacoma – June 14 – 15

Bring any training course on-site to your location! See pages 30 – 31.
The Conference on Leadership Development and Teambuilding

$149 per person

$139 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 51.

ONE-DAY CONFERENCE

Streamline procedures and solve nagging problems
Choose the tracks that fit your unique needs—all designed to make the most of your innate talents and develop your leadership abilities.

- Establish your authority
- Inspire teams to set high goals
- Uncover your inner leader or brush up on existing skills

Download a course brochure, learn more and register at SkillPath.com

NEW!

Improving Employee Accountability

$199 per person

$189 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 51.

ONE-DAY WORKSHOP

A culture of accountability fosters independence and frees employees to focus on what matters most ... their work ... instead of pointing fingers and playing the blame game.

- Create happier and more motivated teams
- Give sincere, helpful feedback without undermining attitudes and progress
- Bring uncooperative, tentative employees on board

Download a course brochure, learn more and register at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 51.

ALABAMA
Huntsville – May 4

ARIZONA
Tempe – August 9

ARKANSAS
Ft. Smith – August 6
Little Rock – August 7

CALIFORNIA
San Francisco – July 12
San Jose – July 11

COLORADO
Colorado Springs – June 1
Denver – May 16
Golden – May 17
Grand Junction – May 18

DELAWARE
Wilmington – August 16

FLORIDA
Ft. Lauderdale – August 24

IDAHO
Boise – May 30
Idaho Falls – May 31
Lewiston – May 29

ILLINOIS
Oakbrook Terrace – July 26
Rockford – July 27

INDIANA
Muncie – July 24
South Bend – July 25

MARYLAND
College Park – August 14
Frederick – August 15
Salisbury – August 17

MICHIGAN
Saginaw – May 21

NEW YORK
Rochester – May 7

OHIO
Cincinnati – June 18
Columbus – June 19
Mansfield – June 20
Zanesville – June 21

OREGON
Medford – June 27
Portland – June 28

SOUTH CAROLINA
Charleston – May 1
Columbia – May 2
Greenville – May 3

SOUTH DAKOTA
Sioux Falls – July 23

TEXAS
Austin – June 26
College Station – June 25
Denton – May 14
El Paso – May 15
San Antonio – August 8

VIRGINIA
Fredericksburg – August 13

WISCONSIN
Milwaukee – May 22

ARIZONA
Phoenix – August 22

CALIFORNIA
Sacramento – August 23

COLORADO
Denver – July 18
Denver – August 21

GEORGIA
Atlanta – June 20
Atlanta – July 13

MINNESOTA
Bloomington – July 20
Bloomington – August 20

OHIO
Columbus – June 18
OREGON
Portland – August 24

SOUTH CAROLINA
Columbia – June 19

UTAH
Salt Lake City – July 17
Is there a more helpless feeling in the world than knowing that your deadline or checkpoint for a project is coming and you’re not ready for it? The problem with being bad at time or project management in the workplace is that you’re usually not just making yourself late. When you miss deadlines or fall behind on projects, you’re making everyone else late too!

At SkillPath and NST, we have many seminars, Webinars, DVDs, CD-ROMs and more that can help you learn the tricks and techniques of taking control of your time and not the other way around. Through highly interactive learning, you’ll gain these easy-to-use mental tools for more effective calendar use. Whether this is your first project or your 1,000th, you’ll be able to deliver smarter solutions on time and within budget no matter what your challenges or obstacles are. Get more of what is important to you done in less time, both on and off the job.

**TIME MANAGEMENT RESOURCES**

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

**Upcoming Webinars:**

- **How to Effectively Support Multiple Bosses**
- **Finance and Accounting for Administrative Professionals**
- **Strategies for Managing Interruptions**
- **Managing Multiple Priorities for the Front Desk**
- **Managing Chaos & Pressure at Work**

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 time and project management skill sets!

*See pages 28 – 29 for a schedule and more information.*

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

**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. 10-9121-60008; 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. 10-9115-60008; one DVD and Program Guide*  
*SPECIAL CATALOG PRICE: $99.95*

**Managing Multiple Projects, Objectives and Deadlines**

Get and keep control of concurrent projects, competing priorities and critical deadlines.

*Item No. 10-9125-60008; one DVD-ROM*  
*SPECIAL CATALOG PRICE: $149.00*

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“I love deadlines. I like the whooshing sound they make as they fly by.”

—Douglas Adams  
*(Hitchhiker’s Guide to the Galaxy)*
TIME AND PROJECT MANAGEMENT SEMINARS

Efficient time management is the key to getting the most out of your day—and to surviving increased workloads that come with leaner work staffs. From managing email to juggling your time on multiple projects, our time and project management courses will help you reach your goals by learning how to budget your time wisely and effectively—and help you rethink and reprioritize on a moment’s notice.

Organization Skills for the Overwhelmed!

$199 per person

When 3 attend, a 4th is free!

ATTENDEE RATED: 4.5/5

ONE-DAY WORKSHOP

Take control, get organized—and get everything done!

This training transforms how you prioritize your work and delivers the must-have skills to master your time and maximize your effectiveness.

- Eliminate time-wasters
- Get the upper hand on paperwork
- Reevaluate your schedule and learn how to find more "free time"

Download a course brochure, learn more and register at NatSem.com

ARBKANSAS
Little Rock – August 3

CALIFORNIA
Burbank – May 31
Irvine – May 23
Long Beach – May 30
Ontario – May 21
Pasadena – May 22
San Diego – May 24

COLORADO
Colorado Springs – August 3
Denver – August 2

DISTRICT OF COLUMBIA
Washington, DC – May 29

FLORIDA
P. Lauderdale – July 12
Jacksonville – July 31
Miami – July 13

GEORGIA
Savannah – July 30

INDIANA
Indianapolis – June 14

KENTUCKY
Louisville – June 13

MARYLAND
Annapolis – May 14
Baltimore – May 17
College Park – May 16
Waldorf – May 15

MICHIGAN
Farmington Hills – June 11

NEW JERSEY
Cherry Hill – June 27
Edison – June 25
Parsippany – June 26

NEW YORK
Melville – August 28
New York – August 27

NORTH CAROLINA
Charlotte – August 1
Raleigh – July 10

OHIO
Cincinnati – August 13
Dayton – June 12

PENNSYLVANIA
King of Prussia – May 18

TENNESSEE
Nashville – August 2

VIRGINIA
Fairfax – May 30
Richmond – July 9

A TIP STRAIGHT FROM THIS WORKSHOP:

Break the pack rat habit

- Take a look around your office and pretend that it’s the first time you’ve ever seen it. What do you think?
- Break the habit—keep only what you need
- Keep it current—clear your work space twice a day: Morning and afternoon

To enroll, call toll-free 1-800-873-7545 or see page 51.
Managing Multiple Projects, Objectives and Deadlines

$149 per person

$139 each for 4 or more

Bring any training course on-site to your location! See pages 30 – 31.

ONE-DAY WORKSHOP

Get more accomplished faster—and with better results
If you’re a person with no time to waste—and an inbox full of “top” priorities—this SkillPath course provides the solutions.

- Rein in out-of-control tasks
- Build a deadline “safety net”
- Handle all messages, emails, paperwork ... and interruptions!

Download a course brochure, learn more and register at SkillPath.com

A TIP STRAIGHT FROM THIS WORKSHOP:

People often make assumptions about deadlines. For example: When your manager asks you to get something done, you assume it has a high priority or he or she wouldn’t be asking.

By not clarifying urgency, your day becomes about “fighting fires” instead of completing your plan. If you don’t work on changing fake deadlines into real deadlines, prioritizing won’t help manage your time.

Attendee Rated: 4 stars

ILLINOIS
- Arlington Heights – May 16
- Chicago – May 15
- Oak Brook – June 20
- Rockford – May 18
- Schaumburg – June 19

INDIANA
- Ft. Wayne – July 12
- Indianapolis – August 6

IOWA
- Burlington – May 23
- Des Moines – May 11
- Ft. Dodge – May 10

KANSAS
- Coffeyville – May 15

LOUISIANA
- Shreveport – May 29

MAINE
- Augusta – August 20

MARYLAND
- Baltimore – August 17

MASSACHUSETTS
- Boston – May 21
- Springfield – June 8

MICHIGAN
- Alpena – August 9
- Grand Rapids – August 7
- Traverse City – August 8

MINNESOTA
- Bloomington – August 16

MISSOURI
- Joplin – May 14
- Kirksville – May 22
- St. Joseph – May 21

NEBRASKA
- Grand Island – May 8
- Omaha – May 7

NEW HAMPSHIRE
- Concord – August 29
- Manchester – June 5

NEW JERSEY
- Princeton – August 14

NEW MEXICO
- Albuquerque – August 21
- Las Cruces – August 22

NEW YORK
- Albany – August 13
- Buffalo – August 9
- New York – May 4

NORTH CAROLINA
- Asheville – July 16
- Charlotte – May 24
- Raleigh – August 30

NORTH DAKOTA
- Fargo – August 17

OHIO
- Cincinnati – June 1
- Cleveland – August 20
- Dayton – July 13

OREGON
- Portland – August 1

PENNSYLVANIA
- Allentown – August 15
- Bloomsburg – August 10
- Eire – August 8

WISCONSIN
- Milwaukee – May 17

ALABAMA
- Birmingham – May 8
- Dothan – May 7
- Mobile – June 21

ARIZONA
- Phoenix – August 23
- Tucson – August 24

ARKANSAS
- Fayetteville – May 16

CALIFORNIA
- Anaheim – July 12
- Concord – June 12
- Fresno – June 14
- Irvine – August 10
- Long Beach – July 9
- Modesto – May 15
- Oakland – May 18
- Ontario – July 11
- Pasadena – July 10
- Sacramento – May 14
- Sacramento – June 11
- San Diego – June 6
- San Diego – July 13
- San Francisco – May 17
- San Jose – May 16
- Sunnyvale – June 13
- Torrance – August 9
- Ventura – June 15

COLORADO
- Denver – May 2
- Denver – June 11
- Golden – May 1
- Pueblo – May 3

DISTRICT OF COLUMBIA
- Washington, DC – May 9

FLORIDA
- Orlando – August 27
- Sarasota – May 4

GEORGIA
- Atlanta – July 20
- Atlanta – August 28
- Savannah – May 23

ILLINOIS
- Chicago – June 18
- Oak Brook – May 14

INDIANA
- Ft. Wayne – July 12
- Indianapolis – August 6

IOWA
- Burlington – May 23
- Des Moines – May 11
- Ft. Dodge – May 10

KANSAS
- Coffeyville – May 15

LOUISIANA
- Shreveport – May 29

MAINE
- Augusta – August 20

MARYLAND
- Baltimore – August 17

MASSACHUSETTS
- Boston – May 21
- Greenfield – June 15

MICHIGAN
- Alpena – August 9
- Grand Rapids – August 7
- Marquette – July 30
- Sault Ste. Marie – August 10

MINNESOTA
- Bloomington – August 16
- Rochester – August 15

MISSISSIPPI
- Columbus – May 11
- Jackson – August 13

MISSOURI
- Joplin – May 14
- Kirksville – May 22
- St. Joseph – May 21

NEBRASKA
- Grand Island – May 8
- Omaha – May 7

NEW HAMPSHIRE
- Concord – August 29
- Manchester – June 5

NEW JERSEY
- Princeton – August 14

NEW MEXICO
- Albuquerque – August 21
- Las Cruces – August 22

NEW YORK
- Albany – August 13
- Buffalo – August 9
- New York – May 4
- Poughkeepsie – May 22

NORTH CAROLINA
- Asheville – July 16
- Charlotte – May 24
- Charlotte – June 22
- Raleigh – August 30

NORTH DAKOTA
- Fargo – August 17

OHIO
- Cincinnati – June 1
- Cleveland – August 20
- Dayton – July 13

OREGON
- Portland – August 1

PENNSYLVANIA
- Allentown – August 15
- Bloomsburg – August 10
- Erie – August 8

WEST VIRGINIA
- Charleston – May 31
- Morgantown – May 11

WISCONSIN
- Milwaukee – May 17

TENNESSEE
- Chattanooga – July 17
- Johnson City – July 11

TEXAS
- Amarillo – June 1
- Austin – August 20
- Dallas – August 23
- Denton – August 24
- Ft. Worth – August 22

VIRGINIA
- Fredericksburg – May 8
- Lynchburg – May 7
- Virginia Beach – August 29

WISCONSIN
- Milwaukee – May 17
NEW!

Project Management for the Accidental Project Manager

$249 per person

$239 each for 4 or more

ONE-DAY WORKSHOP

Sanity-saving tips when project management jobs fall in your lap
Get one day packed with best practices from the PM pros—real-world issues that matter most when planning, managing and completing projects.

- Learn planning essentials
- Motivate your team
- Anticipate project risks and bottlenecks

Download a course brochure, learn more and register at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 51.

Managing Multiple Priorities & Projects

$149 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Get more accomplished faster—with better results
This training offers step-by-step methods for staying in control of priorities, deadlines and budgets!

- Learn top prioritizing tips and tools
- Effectively manage change, crises and other unexpected obstacles

Download a course brochure, learn more and register at NatSem.com

Project Management
for the Accidental
Project Manager

NEW!

$249 per person

$239 each for 4 or more
Fundamentals of Successful Project Management

$399 per person

$349 each for 4 or more

Get unlimited access to seminars and online training with STAR12! See page 59.

ARIZONA
Phoenix – June 7 – 8
Tempe – May 3 – 4

CALIFORNIA
Monterey – July 26 – 27
Oakland – August 13 – 14
Ontario – July 30 – 31
Pasadena – August 23 – 24
Sacramento – July 24 – 25
Sacramento – August 15 – 16
San Diego – August 1 – 2
San Francisco – August 27 – 28
San Luis Obispo – August 21 – 22
Sunnyvale – August 29 – 30

CONNECTICUT
New Haven – July 11 – 12
Waterbury – June 25 – 26

COLORADO
Boulder – June 12 – 13
Denver – June 14 – 15
Denver – July 19 – 20

FLORIDA
Tallahassee – June 18 – 19
Tampa – May 10 – 11
Tampa – June 20 – 21

IDAHO
Boise – May 23 – 24

ILLINOIS
Oak Brook – August 2 – 3

INDIANA
Evansville – May 3 – 4
Indianapolis – May 1 – 2

KENTUCKY
Louisville – August 16 – 17

MAINE
Portland – May 10 – 11

MARYLAND
Baltimore – May 21 – 22
College Park – July 25 – 26

MASSACHUSETTS
Branford – May 17 – 18
Danvers – May 15 – 16
Taunton – May 31 – June 1
Worcester – May 2 – 3

MICHIGAN
Farmington Hills – August 29 – 30
Grand Rapids – July 17 – 18

MINNESOTA
Bloomington – May 31 – June 1
Bloomington – June 21 – 22

MISSOURI
St. Charles – June 20 – 21
St. Louis – June 18 – 19

MONTANA
Billings – July 23 – 24
Helena – July 25 – 26

NEBRASKA
Omaha – August 6 – 7

NEW HAMPSHIRE
Manchester – May 8 – 9

NEW JERSEY
Edison – May 23 – 24

NEW MEXICO
Albuquerque – May 1 – 2

NEW YORK
Buffalo – June 7 – 8
New York – August 1 – 2

NORTH CAROLINA
Greensboro – May 8 – 9
Raleigh – June 4 – 5

OHIO
Akron – June 13 – 14
Cincinnati – June 27 – 28
Cleveland – June 11 – 12
Columbus – August 14 – 15
Dayton – August 27 – 28

OREGON
Portland – May 21 – 22

PENNSYLVANIA
Lancaster – July 30 – 31
Pittsburgh – June 5 – 6
York – July 9 – 10

TENNESSEE
Nashville – May 29 – 30

TEXAS
Austin – July 12 – 13
Houston – July 10 – 11

VIRGINIA
Arlington – July 23 – 24

WASHINGTON
Everett – May 14 – 15
Seattle – May 16 – 17

WISCONSIN
Green Bay – July 31 – August 1

TWO-DAY WORKSHOP

Keep your projects on track, on budget, on time
Discover the strategies to create a plan, implement it, monitor progress, correct as necessary and deliver as promised.

- Understand the importance of planning
- Establish checkpoints and prepare “off-course” alarms
- Set realistic timelines

Download a course brochure, learn more and register at SkillPath.com

Time and task management training isn’t just for certified project managers any longer. More and more jobs are requiring these essential skills as the key to success.

Go Ahead—Add “Project Manager” to Your Job Title

You can find more helpful career tips and articles at http://www.skillpath.com/blog.
You’ve probably heard of soft skills before. Things like communication, project management, leadership and conflict resolution are much harder for budget-conscious bosses to quantify. And, yet, every successful person you know—the ones you admire at work—are just as efficient in soft skills as they are in hard skills.

At SkillPath and NST, we’ve helped train literally millions of people around the world in the kind of soft skills that make a positive impact at your workplace, with your boss and in your career! Our seminars, Webinars, DVDs, CD-ROMs and other training resources are all designed to give you the ability to overcome virtually any workplace challenge.

CAREER SKILLS TRAINING & RESOURCES

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

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

• How to Work Effectively With People Who Act, Think & Work SO Differently From You!
• Communicating With Tact & Finesse
• Stress Management for Women
• Constructive Ways to Manage Anger
• Stress-free Relationships: How to Work With Any Personality
• Building Memory Skills
• Developing Your Emotional Intelligence
• Breaking Bad Communication Habits

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 career skills!

See pages 28 – 29 for a schedule and more information.

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

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

Item No. 10-9123-60008; one DVD-ROM
SPECIAL CATALOG PRICE: $149.00

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. 10-9119-60008; 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. 10-9118-60008; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Why are they called “soft skills” when it’s so hard to be successful without them?
How to Become a Better Communicator

$149 per person

$139 each for 4 or more

CAREER SKILLS SEMINARS

Your future career success depends on what you do today! It’s time to not only identify where you want your career to go, but also to develop a solid plan to get there. Whether you want to climb up the corporate ladder, shift sideways to a different area or even tackle new challenges in a position tailored to your skills, these training seminars will get you on your way.

Communication—the most important career skill of all

Attend this day of discussion on real-world communication issues and real-life solutions that you’ll be able to put to use right away.

- Establish trust and credibility
- Communicate assertively
- Make an impact on others and gain influence

Download a course brochure, learn more and register at SkillPath.com

ONE-DAY WORKSHOP | SkillPath | Attendee Rated: ★★★★★

A TIP STRAIGHT FROM THIS WORKSHOP:

Get to know your co-workers, their interests and their backgrounds because this will lead to:

- Group collaborations that run smoothly
- People who support you and the effort you make at work

Support your supervisor because this will:

- Help your supervisor reach his or her objectives
- Show that you can be a team player

Bring any training course on-site to your location! See pages 30 – 31.
How to Communicate With Tact, Professionalism and Diplomacy

$199 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Communication is the key to being polished and powerful

This one-day workshop shows you how to master all the facets of on-the-job interpersonal communication—speaking, writing, listening and more.

- Establish instant rapport
- Write like a professional
- Communicate with poise in difficult situations or conflicts

Download a course brochure, learn more and register at NatSem.com

ALABAMA
Birmingham – June 8
Montgomery – August 16

CALIFORNIA
Anaheim – July 25
Irvine – August 28
Long Beach – July 24
Ontario – July 26
Pasadena – July 27
San Diego – July 23
Torrance – August 27

DELWARE
Dover – June 4
Wilmington – June 5

DISTRICT OF COLUMBIA
Washington, DC – August 2

FLORIDA
Ft. Lauderdale – August 20
Ft. Myers – August 24
Jacksonville – August 14
Orlando – August 13
St. Petersburg – August 22
Sarasota – August 23
Tallahassee – August 15
Tampa – August 21

GEORGIA
Athens – August 7
Atlanta – August 17
Savannah – August 6

ILLINOIS
Belleville – August 13

INDIANA
Kokomo – June 1
Muncie – May 31

KANSAS
Wichita – July 30

LOUISIANA
Baton Rouge – August 7
New Orleans – August 6
Shreveport – July 13

MARYLAND
Annapolis – July 31
Baltimore – August 10
College Park – August 1
Frederick – July 30

MICHIGAN
Ann Arbor – May 22
Farmington Hills – May 23
Flint – May 21
Traverse City – May 24
Troy – June 18

MISSOURI
Columbia – August 1
Kansas City – July 31
St. Charles – August 2
St. Louis – August 3

MONTANA
Billings – June 11
Bozeman – June 12
Helena – June 13

NEW JERSEY
Cherry Hill – May 7
Princeton – May 8

NEW YORK
Albany – July 9
Binghamton – May 29
Buffalo – June 1
East Syracuse – May 30
Plattsburgh – May 11
Rochester – May 31

NORTH CAROLINA
Asheville – June 25
Charlotte – June 26
Fayetteville – June 27
Raleigh – August 10
Winston-Salem – June 28

OHIO
Dayton – May 21
Toledo – May 30

OKLAHOMA
Tulsa – August 8

PENNSYLVANIA
Allentown – June 6
Altoona – May 16
Chambersburg – June 25
Du Bois – May 29
Erie – May 14
Harrisburg – May 18
Lancaster – June 27
Pittsburgh – May 15
State College – May 17
York – June 26

SOUTH CAROLINA
Greenville – August 8

TENNESSEE
Chattanooga – June 7
Johnson City – June 5
Knoxville – June 6

TEXAS
Abilene – July 10
Addison – July 18
Dallas – July 20
Denton – July 19
El Paso – July 9
Ft. Worth – July 11
Longview – July 16
Nacogdoches – July 12
San Antonio – June 15
Tyler – July 17

VIRGINIA
Charlottesville – June 12
Fairfax – August 3
Fredericksburg – June 14
Roanoke – June 11
Virginia Beach – June 15
Winchester – June 13

WEST VIRGINIA
Charleston – June 4

A TIP STRAIGHT FROM THIS WORKSHOP:

When presenting your ideas, meet their needs and speak their language

Ask yourself what’s most important to the person you’re trying to persuade. Is it money, power, status, reputation, being right, being first, being important? Instead of using “I” language in this case, use “you” language to emphasize how the person will benefit from what you’re saying.

If being the first is important, say …

“You will be the first in this company to use …”

If it’s prestige he or she is after …

“You will have the knowledge and gain a reputation for …”

To enroll, call toll-free 1-800-873-7545 or see page 51.
The Complete Two-day Seminar on Communicating With Tact and Professionalism

$299 per person

$269 each for 4 or more

TWO-DAY WORKSHOP

Take your interpersonal skills to the next level
In two days, learn the most crucial, practical information on handling people, problems and situations with finesse and skill.

- Answer questions masterfully
- Maintain your composure
- Defuse tense situations and tactfully deliver bad news

Download a course brochure, learn more and register at SkillPath.com

Get unlimited access to seminars and online training with STAR12! See page 59.
Breaking Bad Communication Habits

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

ONE-DAY WORKSHOP

Boost your career with stronger, more effective verbal skills
Identify and eliminate things you’re doing that are negatively affecting your communication, making you more effective and productive immediately.

- Eliminate vague language
- Stop killing your credibility
- Improve your skills in overlooked areas: Listening and nonverbal

Download a course brochure, learn more and register at NatSem.com

Essential Skills of Dynamic Public Speaking

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

ONE-DAY WORKSHOP

Sail through any presentation—to the most imposing audiences
If you occasionally “um” and “ah” your way through a presentation, this workshop is just what you need to boost your confidence and credibility.

- Connect to your audience
- Make clear, organized points
- Remain calm, cool and collected, even through tough Q&A sessions

Download a course brochure, learn more and register at NatSem.com

ARIZONA
Chandler – August 16
Phoenix – August 15
Tucson – August 17

CALIFORNIA
Concord – August 9
Fresno – May 2
Modesto – May 1
Sacramento – August 6
San Francisco – August 8
San Jose – August 10
Santa Rosa – August 7
Ventura – May 31

COLORADO
Denver – August 14
Ft. Collins – August 13

HAWAII
Honolulu – May 29

ILLINOIS
Arlington Heights – June 5
Oak Brook – June 4
Rockford – June 6

INDIANA
Merrillville – June 21

IOWA
Cedar Rapids – June 25
Des Moines – June 26

KENTUCKY
Louisville – June 22

MICHIGAN
East Lansing – June 19
Grand Rapids – June 20
Troy – July 27

MINNESOTA
Bloomington – May 15
St. Cloud – May 14

NEBRASKA
Omaha – June 27

OHIO
Akron – July 24
Canton – July 26
Cincinnati – July 25
Dayton – July 31
Independence – July 23

SOUTH DAKOTA
Rapid City – May 11
Sioux Falls – May 10

TEXAS
Austin – May 18

ARIZONA
Phoenix – August 15
Tucson – August 17

CALIFORNIA
Concord – August 9
Fresno – June 4
Modesto – June 5
San Diego – June 8
San Francisco – June 7
Santa Rosa – August 7

COLORADO
Denver – August 14
Ft. Collins – August 13

HAWAII
Honolulu – May 29

ILLINOIS
Arlington Heights – June 5
Oak Brook – June 4
Rockford – June 6

INDIANA
Merrillville – June 21

IOWA
Cedar Rapids – June 25
Des Moines – June 26

KENTUCKY
Louisville – June 22

MICHIGAN
East Lansing – June 19
Grand Rapids – June 20
Troy – July 27

MINNESOTA
Bloomington – May 15
St. Cloud – May 14

NEBRASKA
Omaha – June 27

OHIO
Akron – July 24
Canton – July 26
Cincinnati – July 25
Dayton – July 31
Independence – July 23

SOUTH DAKOTA
Rapid City – May 11
Sioux Falls – May 10

TEXAS
Austin – May 18

ALABAMA
Birmingham – July 24

ARIZONA
Phoenix – May 10
Tucson – May 9

CALIFORNIA
Concord – June 6
Fresno – June 4
Modesto – June 5
San Diego – June 8
San Francisco – June 7
Santa Rosa – June 21

CONNECTICUT
Cromwell – August 20

INDIANA
Ft. Wayne – July 18

KANSAS
Wichita – May 30

MASSACHUSETTS
Andover – August 23
Boston – August 22

MICHIGAN
East Lansing – July 19
Grand Rapids – July 20

MISSOURI
Kansas City – May 31
St. Louis – June 1

NEBRASKA
Omaha – July 25

NEVADA
Henderson – June 21
Paso – July 27

NEW HAMPSHIRE
Manchester – August 24

NEW MEXICO
Albuquerque – May 7

NEW YORK
Rochester – August 17
Syracuse – August 16

OKLAHOMA
Tulsa – July 26

RHODE ISLAND
Providence – August 21

SOUTH CAROLINA
Columbia – May 1

TEXAS
El Paso – May 8
Houston – August 9

UTAH
Salt Lake City – June 22

WASHINGTON
Everett – July 25
Tacoma – July 26

To enroll, call toll-free 1-800-873-7545 or see page 51.
Bringing any training course on-site to your location! See pages 30 – 31.

**Developing Your Emotional Intelligence**

$149 per person

When 3 attend, a 4th is free!

**Sparking Innovation and Creativity**

$199 per person

$189 each for 4 or more

**ONE-DAY WORKSHOP**

**Learn how to read people and respond in the most effective way**

This eye-opening day will show you why emotional intelligence is a better predictor of success than your IQ or technical skills. Yes, it’s that important!

- Stay in control of situations
- Be aware of emotional trigger words and nonverbal cues

**Download a course brochure, learn more and register at**

NatSem.com

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**ALABAMA**
- Mobile – May 31

**COLORADO**
- Colorado Springs – June 11
- Denver – June 12
- Ft. Collins – June 14
- Golden – June 13

**DELAWARE**
- Wilmington – July 23

**FLORIDA**
- Tampa – May 30

**GEORGIA**
- Atlanta – May 29
- Atlanta – June 25

**ILLINOIS**
- Arlington Heights – August 23
- Chicago – August 21
- Oak Brook – August 22
- Peoria – August 9
- Rockford – August 8
- Springfield – August 10

**INDIANA**
- Ft. Wayne – June 27
- Indianapolis – June 28
- Merrillville – August 20

**KENTUCKY**
- Lexington – July 18
- Louisville – July 19

**LOUISIANA**
- New Orleans – July 20

**MAINE**
- South Portland – May 16

**MASSACHUSETTS**
- Andover – May 14
- Boston – May 24
- Framingham – May 22
- Taunton – May 23
- Worcester – May 21

**MICHIGAN**
- Ann Arbor – August 22
- Saginaw – August 20
- Troy – August 21

**MINNESOTA**
- Duluth – July 23

**MISSOURI**
- Kansas City – June 25
- St. Charles – June 28
- St. Louis – June 27
- Springfield – June 26

**NEW HAMPSHIRE**
- Concord – May 15

**NEW YORK**
- Buffalo – June 14
- Hauppauge – July 19
- New York – July 18
- Rochester – June 15
- Syracuse – June 13

**NORTH CAROLINA**
- Asheville – May 18
- Charlotte – May 17
- Greensboro – May 16
- Raleigh – May 15

**NORTH DAKOTA**
- Fargo – August 6

**OHIO**
- Akron – August 13

**PENNSYLVANIA**
- Altoona – June 11
- Du Bois – August 24
- Lancaster – July 25
- Pittsburgh – August 14
- Scranton – July 26
- State College – June 12
- Washington – August 23
- York – July 24

**RHODE ISLAND**
- Providence – July 20

**TEXAS**
- Arlington – May 8
- Dallas – May 9
- Houston – May 7
- Houston – June 4

**VIRGINIA**
- Richmond – August 16
- Roanoke – August 15
- Virginia Beach – August 17

**WISCONSIN**
- Appleton – July 26
- Brookfield – August 7
- Eau Claire – July 24
- Green Bay – July 27
- Madison – August 24
- Wausau – July 25

**WYOMING**
- Casper – June 15

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**ONE-DAY WORKSHOP**

**Streamline procedures and solve nagging problems**

A more innovative workplace leads to breakthroughs that lower costs, increase productivity and power up job satisfaction.

- Turn around negative beliefs
- Make better decisions
- Overcome the fear of failure and unlock true creativity

**Download a course brochure, learn more and register at**

SkillPath.com

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**CALIFORNIA**
- Irvine – August 21
- Ontario – August 22
- Sacramento – August 24
- San Jose – August 23

**COLORADO**
- Denver – August 20

**KANSAS**
- Overland Park – July 26

**MINNESOTA**
- Bloomington – May 1

**MISSOURI**
- St. Louis – July 27

**NEW JERSEY**
- Edison – August 9
- Princeton – August 10

**OREGON**
- Portland – June 11

**RHODE ISLAND**
- Providence – July 20

**TEXAS**
- Arlington – May 8
- Dallas – May 9
- Houston – May 7
- Houston – June 4

**VIRGINIA**
- Richmond – August 16
- Roanoke – August 15
- Virginia Beach – August 17

**WISCONSIN**
- Appleton – July 26
- Brookfield – August 7
- Eau Claire – July 24
- Green Bay – July 27
- Madison – August 24
- Wausau – July 25

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**ATTENDEE RATED:**

- 5 stars

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Bring any training course on-site to your location! See pages 30 – 31.
The Conference for Women

$149 per person

$139 each for 4 or more

ONE-DAY CONFERENCE

Practical advice and invaluable, inspiring life lessons
This mix-and-match 10-session conference will be one of the greatest career moves of your life.

- Assert yourself as a leader
- Create a powerful, positive image
- Control difficult people and stressful situations

Download a course brochure, learn more and register at SkillPath.com

ALASKA
Anchorage – August 30

ARIZONA
Tucson – May 11

ARKANSAS
Little Rock – June 28

CALIFORNIA
Eureka – May 18
Irving – July 26
Long Beach – July 25
Palm Springs – July 27
Pasadena – July 23
Redding – May 17
Sacramento – May 10
San Bernardino – May 10
San Diego – May 9
Santa Monica – July 24

COLORADO
Colorado Springs – August 28
Golden – August 29

CONNECTICUT
Hartford – May 23
Storrs – May 21
Waterbury – May 22

DELTA
Wilimington – June 1

DISTRICT OF COLUMBIA
Washington, DC – July 9

FLORIDA
Daytona Beach – May 1
Fort Lauderdale – May 3
Miami – May 4
Tampa – May 2

GEORGIA
Athens – August 15
Atlanta – August 16
Augusta – May 3
Columbus – May 4

IDAHO
Idaho Falls – July 16

ILLINOIS
Bloomington – May 2
Oak Brook – August 30
Urbana – May 1

INDIANA
Bloomington – August 3
Columbus – July 31
Evansville – July 30
Ft. Wayne – June 7
Lafayette – August 1
Muncie – August 2

MAINE
Augusta – June 7
Bangor – June 6
Presque Isle – June 5

MARYLAND
Baltimore – May 18
College Park – May 17
Cumberlend – May 15
Frederick – May 16

MASSACHUSETTS
Taunton – August 1
Worcester – August 2

MICHIGAN
Dearborn – May 8
Flint – May 7
Grand Rapids – June 6
Jackson – June 4
Marquette – June 18
Saginaw – June 5

MINNESOTA
Bloomington – August 27
Mankato – June 1

MISSOURI
St. Charles – May 3
St. Louis – May 4

MONTANA
Billings – June 15

NEBRASKA
Grand Island – June 21
Norfolk – June 22
Omaha – June 20

NEW HAMPSHIRE
Manchester – June 8

NEW JERSEY
Atlantic City – May 31
Edison – August 30
Freehold – May 30
Princeton – May 29

NEW MEXICO
Albuquerque – August 27

NEW YORK
Binghamton – July 30
Mayville – June 25
Poughkeepsie – July 31

NORTH CAROLINA
Kinston – May 23
Raleigh – May 22
Rocky Mount – May 24
Winston-Salem – May 21

NORTH DAKOTA
Fargo – May 30
Minot – May 29

OHIO
Akron – May 10
Chillicothe – June 12
Cincinnati – June 13
Cleveland – May 9
Columbus – June 14
Zanesville – August 6

OKLAHOMA
Oklahoma City – June 27

OREGON
Salem – August 1

PENNSYLVANIA
Butler – August 8
Du Bois – June 27
Erie – June 26
Johnstown – May 14
King of Prussia – August 29
Pitcburgh – August 7
Reading – August 28
Scranton – August 27
State College – August 9
York – August 10

RHODE ISLAND
Providence – May 24

SOUTH DAKOTA
Sioux Falls – May 31

TEXAS
Dallas – August 1
Denton – June 26
Houston – July 31
Lubbock – June 25
McAllen – July 30
Tyler – August 3
Waco – August 2

UTAH
Salt Lake City – June 14

VERMONT
Burlington – August 3

VIRGINIA
Charlottesville – July 11
Fairfax – July 13
Harrisonburg – July 12
Richmond – May 2
Roanoke – July 10
Virginia Beach – May 1

WASHINGTON
Bellingham – August

WEST VIRGINIA
Wheeling – June 11

WISCONSIN
Appleton – June 19
La Crosse – August 28
Wausau – August 29

WYOMING
Cheyenne – August 30

To enroll, call toll-free 1-800-873-7545 or see page 51.
**One-Day Workshop**

**Conflict Management Skills for Women**

- **$99 per person**
- **$89 each for 4 or more**

**Less stress, greater harmony and more positivity**

Gain proven strategies that work in a variety of conflict situations—from minor disagreements to potentially explosive confrontations.

- Defuse emotional standoffs
- Confidently stand your ground
- Deal with issues in ways that help everybody win

**Download a course brochure, learn more and register at SkillPath.com**

**A Tip Straight From This Workshop:**

Many people have trouble saying “no” directly. Here’s how to say “no” and mean it without hurt feelings or misunderstandings.

1. Assess the situation
2. Create a list of alternatives
3. Talk about what you can do

**Get unlimited access to seminars and online training with STAR12! See page 59.**
LIVE WEBINAR TRAINING

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 the Web link 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.
How to Remain Cool and Collected in Challenging Conversations  
Building Memory Skills  
Gatekeeping Strategies for Front Desk Professionals  
The Essentials of Collaborative Communication  
Strategies for Better Engaging Your Employees With Dr. Bob Nelson  
Sales & Use Tax  

June 22  
June 25  
June 26  
June 27  
June 28  
June 29  

JULY  
How to Collect More Money … in Less Time With Fewer Hassles!  
The Supervisor’s Guide to Giving On-target Directions, Helpful Feedback and Constructive Criticism  
Handling Confrontational Customers  
Managing Multiple Priorities for the Front Desk  
IRS 1099 Compliance  
Managing Those Resistant to Change  
Developing Your Emotional Intelligence  
Business Writing Tips  
Crucial Leadership Skills for Women  
Breaking Bad Communication Habits  
Interviewing Tips: Weeding Out Bad Hires  
How to Use Microsoft Excel PivotTables to Easily Summarize and Analyze Data  
Workplace Conflict Resolution for Managers and Supervisors  

July 2  
July 3  
July 9  
July 10  
July 11  
July 12  
July 13  
July 16  
July 17  
July 18  
July 19  
July 20  
July 23  

Stepping Into a Leadership Role  
Records Retention & Destruction for Human Resources  
Managing Chaos & Pressure at Work  
Customer Care via Social Media/Digital Channels  

July 24  
July 25  
July 26  
July 27  

Plus additional timely topics coming late summer!  
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  

Each of our LIVE Webinars is recorded and may be purchased when you register for a LIVE event. Recordings are available 14 – 21 days after the event.
SkillPath Enterprise Solutions leverages decades of experience and vast content expertise to craft a unique learning experience customized to your business’s needs and built around your objectives. Discover the on-site answer to your corporate training challenge.

**Partnership**
We work with you to understand your needs and deliver on-time, on-target training so you look like a rock star.

**Scalable Content**
Enhance your training with hundreds of topics, each adaptable to anything from microlearning modules to multilevel programs.

**Fast Delivery**
Get your team trained faster thanks to our industry-leading responsiveness and single point of contact.

**Measurable ROI**
We follow ROI criteria set by your company—and measure success by four keys: Reaction, learning, behavior and results.

Constantly evolving content is what sets us apart from competitors and attracts Fortune 500 clients from around the world.

Our **partnerships**
Our training content and virtual training programs are actively used by the Fortune 500, government agencies and small and medium-sized organizations in all industries and sectors, among groups of 5 – 50,000.

- Boeing
- Capital One
- Coca-Cola
- ConocoPhillips
- ESPN
- Home Box Office, Inc.
- Kaiser Permanente
- Lockheed Martin
- Mercedes-Benz
- NFL
- University of Notre Dame
- Walgreens

"This is] a very positive partnership. The SkillPath team was very careful to listen to our needs and work with us to tailor the training to our audience. Money and time well spent! One of the attendees noted that this was the best training session he has ever attended (and we attend A LOT of training sessions)!"
—GlaxoSmithKline

"[The trainer] did an exceptional job in tailoring the talk to our business needs. He used terminology and examples that were relevant and current to our organization."
—American Diabetes Association
Your employees are unique.

Their training should be too.

Our impact:

- Over 10 million learners trained globally since 1989
- 500,000+ people trained every year in 450+ cities worldwide
- 1200+ custom programs developed in the last year
- 100+ combined years of experience in instructional design and education
- Consultative approach = better outcomes
- 300+ expert trainers

Visit SkillPath.com/Enterprise

- Learn how to get your FREE needs assessment
- Sign up for email updates
- Download FREE white papers

Or call 1-866-222-6315 for an Enterprise Solutions representative.

SkillPath offers a complete L&D tool kit:

- Needs assessment and consultation
- Customized training
- Experiential, interactive and blended learning
- Coaching
- 24/7 eLearning
- Virtual learning

PLUS: Download a FREE white paper:

Essential Core Competencies for the Modern-day Leader
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:

- The Essentials of Employee Onboarding
- Termination Pay Dos and Don’ts
- Legalities of Job Postings and Hiring Processes
- Payroll Taxes 101
- How to Handle Tricky Employee Absenteeism Problems
- IRS 1099 Compliance
- Interviewing Tips: Weeding Out Bad Hires
- Records Retention & Destruction for Human Resources

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 28 – 29 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. 20-5121-60008; 12 DVDs
SPECIAL CATALOG PRICE: $349.00

**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. 30-5101-60008; 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. 73-4014-60008; CD-ROM software package
SPECIAL CATALOG PRICE: $629.00

To enroll, call toll-free 1-800-873-7545 or see page 51.
HR, OSHA & FINANCE SEMINARS

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

$149 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Protect yourself, and your organization, from legal liability

This is a fast-paced, plain-English workshop that provides a whole new level of understanding of the FMLA, the ADA, benefits and other critical HR issues.

• Understand key regulations
• Handle discrimination claims
• Learn the basics of each HR law and how it’s enforced

Download a course brochure, learn more and register at NatSem.com

ARKANSAS
Fayetteville – June 28
Jonesboro – June 26
Little Rock – June 27

CALIFORNIA
Anaheim – August 7
Concord – August 3
Eureka – August 16
Fresno – July 30
Long Beach – August 10
Modesto – July 31
Ontario – August 8
Pasadena – August 9
San Diego – August 6
San Francisco – August 2
San Jose – August 1
Santa Rosa – August 15

COLORADO
Colorado Springs – June 5
Denver – June 6

CONNECTICUT
Shelton – July 27

FLORIDA
Miami – June 4

HAWAII
Honolulu – August 13

ILLINOIS
Arlington Heights – July 24
Chicago – July 25
Oak Brook – July 23
Rockford – July 26

INDIANA
Ft. Wayne – May 1
Muncie – May 29

IOWA
Cedar Rapids – June 19
Davenport – June 18
Des Moines – June 20
Dubuque – May 7

KANSAS
Wichita – August 20

KENTUCKY
Lexington – May 30

MICHIGAN
Bay City – June 6
East Lansing – June 7
Farrington Hills – June 8

MINNESOTA
Bloomington – July 10
Duluth – July 11
Rochester – July 9
St. Cloud – July 12

MISSOURI
Cape Girardeau – June 25

NEBRASKA
Omaha – June 21

NEVADA
Las Vegas – June 4

NEW MEXICO
Farrington – June 7

NEW YORK
Binghamton – June 15
Buffalo – June 13
Rochester – June 14

NORTH DAKOTA
Grand Forks – July 13

OHIO
Akron – May 17
Canton – June 1
Cincinnati – May 3
Columbus – May 4
Dayton – May 2
Independence – May 16
Toledo – May 18
Zanesville – May 31

OKLAHOMA
Oklahoma City – August 22
Tulsa – August 21

OREGON
Eugene – August 17

PENNSYLVANIA
Allentown – June 1
Erie – May 15
Lancaster – May 30
Pittsburgh – May 14
Reading – May 31

SOUTH DAKOTA
Sioux Falls – June 22

TEXAS
Arlington – July 23
Austin – July 18
Beaumont – July 20
Corpus Christi – August 24
Dallas – July 24
El Paso – July 16
Houston – July 19
McAllen – August 23

VIRGINIA
Fredericksburg – June 26
Virginia Beach – June 25
Winchester – June 27

WEST VIRGINIA
Charleston – May 29

WISCONSIN
Appleton – May 21
Brookfield – May 24
La Crosse – May 22
Madison – May 23
Payroll Law

$199 per person

When 3 attend, a 4th is free!

**ONE-DAY WORKSHOP**

**Critical FLSA compliance issues you can’t afford to overlook**

In one day, you’ll discover exactly where you’re vulnerable in your payroll law procedures and, more importantly, how you can fix any problems.

- Classify each employee correctly
- Understand every deduction
- Learn legal fundamentals to keep your organization penalty-free

Download a course brochure, learn more and register at NatSem.com

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<tr>
<th>ALABAMA</th>
<th>Birmingham – August 9</th>
<th>Mobile – August 10</th>
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<td>Casper – June 11</td>
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</tbody>
</table>

Managing Human Resources

$399 per person

When 3 attend, a 4th is free!

**TWO-DAY WORKSHOP**

**An intensive look at today’s hottest HR issues and solutions**

In two comprehensive days, you’ll receive tons of practical tools and strategies to handle your HR role with greater confidence and success.

- Avoid legal land mines
- Get buy-in from management
- Learn how new workplace laws impact your organization

Download a course brochure, learn more and register at NatSem.com

<table>
<thead>
<tr>
<th>ARIZONA</th>
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<td>East Lansing – August 9 – 10</td>
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</tbody>
</table>

To enroll, call toll-free 1-800-873-7545 or see page 51.
FMLA Compliance Update

$199 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Up-to-date answers to your FMLA compliance questions

Expert HR trainers will shed light on the intricacies of the FMLA and provide perfect clarity on the different types of employee leave.

• Understand intermittent leave
• Get the facts on denying leave
• Decode the confusion among the FMLA, the ADA and workers’ comp

Download a course brochure, learn more and register at NatSem.com

ALABAMA
Montgomery – May 11

ARIZONA
Phoenix – June 19
Tucson – June 18

ARKANSAS
Fayetteville – July 25
Hot Springs – July 12
Little Rock – July 13

CALIFORNIA
San Diego – June 20
San Luis Obispo – June 22
Ventura – June 21

FLORIDA
P. Lauderdale – May 18
Orlando – May 14
Pensacola – May 24
Sarasota – May 16
Tampa – May 15
West Palm Beach – May 17

GEORGIA
Augusta – May 8
Columbus – May 10
Savannah – May 9

IDAHO
Boise – August 1
Idaho Falls – July 31
Lewiston – June 4

ILLINOIS
Arlington Heights – June 12
Oak Brook – June 11

INDIANA
Ft. Wayne – June 15
Lafayette – June 14
Merrillville – June 13

KANSAS
Overland Park – July 18
Topeka – July 17
Wichita – July 16

LOUISIANA
Baton Rouge – July 10
New Orleans – July 9
Shreveport – July 11

MASSACHUSETTS
Andover – August 7
Springfield – August 10
Taunton – August 6
Worcester – August 9

MISSISSIPPI
Gulfport – May 23
Jackson – May 22
Tupelo – May 21

MISSOURI
Cape Girardeau – July 11
Columbia – July 20
St. Charles – July 10
St. Joseph – July 19
St. Louis – July 9

MONTANA
Billings – June 8
Bozeman – June 7
Helena – June 6
Missoula – June 5

NORTH DAKOTA
Bismarck – June 8

OKLAHOMA
Oklahoma City – July 23
Tulsa – July 24

PENNSYLVANIA
Allentown – August 22
Altoona – July 30
Harrisburg – August 20
Johnstown – August 1
King of Prussia – August 23
Lancaster – August 21
Philadelphia – August 24
Pittsburgh – July 31

RHODE ISLAND
Providence – August 8

TEXAS
Beaumont – May 10
Corpus Christi – May 8
Denton – June 7
El Paso – June 5
Houston – May 11
Lubbock – June 6
McAllen – May 7
San Antonio – May 9

WASHINGTON
Olympia – August 29
Pasco – August 3
Seattle – August 28
Spokane – August 2
Tacoma – August 30
Wenatchee – August 27

WYOMING
Casper – August 13
Cheyenne – August 14

ATTENDEE RATED:

A TIP STRAIGHT FROM THIS WORKSHOP:

Employee notice requirements under the FMLA

When requesting FMLA leave for the first time for a particular FMLA qualifying reason, the employee must provide sufficient information (e.g., state the qualifying reason, provide anticipated timing and duration of leave if foreseeable) for an employer to reasonably determine that the FMLA may apply.

• Calling in “sick” is not sufficient
• When subsequently requesting leave for the same FMLA qualifying reason for which leave was previously provided, the employee must specifically reference the qualifying reason or state “FMLA” leave

Get unlimited access to seminars and online training with STAR12! See page 59.
OSHA Workplace Safety Outreach

$179 per person

When 3 attend, a 4th is free!

OSHA Workplace Safety: 30-hour General Industry Training

$999 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Prevent accidents and eliminate enormous fines and costs
Attend this one-day workshop full of cost-effective solutions you need to keep your people safe—and to keep OSHA inspectors off your doorstep.
- Get OSHA record-keeping basics
- Use proactive safety tips and tools to reduce workplace accidents

Download a course brochure, learn more and register at NatSem.com

CONNECTICUT
Cromwell – May 7

FLORIDA
Daytona Beach – June 15
Ft. Myers – June 21
Gainesville – June 13
Jacksonville – June 14
Melbourne – June 18
Miami – June 20
Tampa – June 22
West Palm Beach – June 19

GEORGIA
Albany – June 12
Columbus – June 11

LOUISIANA
New Orleans – July 11

MAINE
Augusta – May 21
South Portland – May 22

MISSISSIPPI
Jackson – July 12
 Tupelo – July 13

NEW HAMPSHIRE
Manchester – May 23

NEW MEXICO
Albuquerque – August 1

NEW YORK
Albany – May 21
Binghamton – May 22
Buffalo – May 24
East Syracuse – May 23

OHIO
Columbus – August 30
Independence – August 29

PENNSYLVANIA
Allentown – May 31
Lancaster – June 1
Pittsburgh – May 29
Williamsport – May 30

SOUTH CAROLINA
Columbia – August 27
Greenville – August 28

SOUTH DAKOTA
Rapid City – July 31
Sioux Falls – July 30

FIVE-DAY WORKSHOP

The comprehensive OSHA training you can’t afford to miss
This five-day course will keep your workplace safe and head off costly fines—and it qualifies you for the 30-hour OSHA Outreach completion card.
- Stay current on OSHA regulations
- Reduce downtime due to workers’ comp claims

Download a course brochure, learn more and register at NatSem.com

CONNECTICUT
Shelton – August 13 – 17

COLUMBIA
Fort Wayne – July 30 – August 3

CONNECTICUT
Stamford – June 25 – 29

DELWARE
Wilmington – July 30 – August 3

FLORIDA
Tallahassee – June 11 – 15

GEORGIA
Savannah – June 4 – 8

ILLINOIS
Arlington Heights – June 4 – 8

INDIANA
Ft. Wayne – July 30 – August 3
Indianapolis – August 20 – 24
South Bend – August 6 – 10

KANSAS
Wichita – July 23 – 27

LOUISIANA
Baton Rouge – July 30 – August 3

MARYLAND
College Park – May 7 – 11
Hagerstown – June 4 – 8

MASSACHUSETTS
Worcester – August 20 – 24

MICHIGAN
Bay City – May 14 – 18
Lansing – June 4 – 8

MINNESOTA
Bloomington – August 13 – 17

MISSOURI
Kansas City – August 6 – 10

NEVADA
Las Vegas – May 14 – 18

NEW HAMPSHIRE
Manchester – May 23

NEW YORK
Albany – May 21
Binghamton – May 22
Buffalo – May 24
East Syracuse – May 23

OHIO
Columbus – August 30
Independence – August 29

PENNSYLVANIA
Allentown – May 31
Lancaster – June 1
Pittsburgh – May 29
Williamsport – May 30

SOUTH CAROLINA
Columbia – August 27
Greenville – August 28

SOUTH DAKOTA
Rapid City – July 31
Sioux Falls – July 30

To enroll, call toll-free 1-800-873-7545 or see page 51.
When employees are exempt, it means they are not eligible for overtime pay for working more than 40 hours per week. Three things determine someone’s exempt status: Pay level, how they’re paid and their job duties.

In late 2016, the Department of Labor doubled the old salary threshold for exempt status from $23,660 up to $47,476. In addition, they’ll make upward adjustments every three years, with the next change happening in January 2020. For now, you must pay overtime to workers who earn less than $47,476.

Let’s take a closer look at the other two criteria workers must meet to be exempt:

1. Exempt employees must be paid on a salary basis. (This means pay is not subject to variations in the quality or quantity of work.) Note: There is a 10 percent allowance for bonuses, incentives or commissions if paid at least quarterly.

2. They must perform executive, administrative or professional job duties

Note: An employee who meets the salary dollar level and the salary basis test is exempt only if he or she performs exempt job duties.

To satisfy the executive requirement, the actual job tasks must include supervising two or more employees, serving in a management role and providing input into the job status (hiring, promoting, firing, etc.) of other employees.

Traditional “learned professions” are exempt as well. This would include lawyers, doctors, dentists, teachers, architects and clergy. Also included are degreed registered nurses, accountants, engineers, actuaries, scientists, pharmacists and other employees who perform work requiring “advanced knowledge,” according to flsa.com.

“Creative professional” jobs are also sometimes exempt. This category includes actors, musicians, composers, writers, cartoonists and some journalists. If the job requires a unique interpretation or analysis—invention, imagination, originality or talent—it’s exempt.

Some “administrative” jobs are also exempt. This one gets tricky and includes the following duties:

- Matters of significance
- The need to exercise independent judgment and discretion
- Office or non-manual work
- Direct relationship to employer’s management or general business operations

FLSA overtime rules don’t outline rights for exempt employees. Exempt employees may still be required to “punch a clock.” They may still need to keep regular office hours, with little or no flexibility, if that’s what an employer requires. These FLSA rules don’t limit the amount of overtime expected from an exempt employee. These are matters of employer and employee agreement.
Administrative assistants are an essential part of modern offices. They make sure businesses run effectively and as flawlessly as possible. SkillPath and NST training will give new executive and administrative assistants the best techniques that make them indispensable to their employers. Even if you’ve got some experience as an admin, you’ll learn new strategies that will make you more productive than ever.

Our seminars, Webinars, DVDs, CD-ROMs, books and other resources teach you the key skills that will help you use resources effectively, manage your time smartly, communicate better and collaborate with others efficiently. Become an outstanding administrative or executive assistant by enrolling today!

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

**Upcoming Webinars:**

- Developing a Professional Presence
- Assertiveness Skills for Front Desk Professionals
- Finance and Accounting for Administrative Professionals
- Gatekeeping Strategies for Front Desk Professionals
- The Essentials of Collaborative Communication

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 enhance your interpersonal skills, become a more confident communicator and demonstrate more value to your bosses.

See pages 28 – 29 for a schedule and more information.

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

- **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—and this DVD is your key.
  - **DVD**
  - Item No. 10-9127-60008; one DVD and Program Guide
  - SPECIAL CATALOG PRICE: $99.95

- **Managing Multiple Projects, Objectives and Deadlines**
  - Get and keep control of concurrent projects, competing priorities and critical deadlines.
  - **DVD**
  - Item No. 10-9125-60008; one DVD-ROM
  - SPECIAL CATALOG PRICE: $149.00

- **High-impact Communication**
  - Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.
  - **DVD**
  - Item No. 10-9113-60008; one DVD and Program Guide
  - SPECIAL CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 51.
ADMINISTRATIVE SUPPORT SEMINARS

Administrative assistants have always been the backbone of many successful departments. Not only do you have to be responsible for your own work getting done on time and without errors, but your boss (or multiple bosses for some of you) depends on you to keep his or her days running smoothly too. These workshops will help you achieve all this and more with much less stress on you or your boss!

The Extraordinary Administrative Professional

$149 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Master the super skills your critical position demands

This energizing seminar is the most effective way to supercharge your productivity and dramatically increase your value to your organization.

- Handle difficult personalities
- Decrease your stress with better communication and organization

Download a course brochure, learn more and register at NatSem.com

A TIP STRAIGHT FROM THIS WORKSHOP:

Set boundaries when your time and resources are maxed out

- Provide pertinent information, but do not feel the need to offer excuses
- Don’t apologize for saying “no”
- Tell them what you can do
Two options to get re-energized and ready to tackle the world
Mix-and-match sessions let you choose the topics that will enable you to
manage your job and your career with new professionalism and new success.

- Break power-robbing habits
- Interact with confidence up
  and down the ladder

Download a course brochure, learn more and register at
SkillPath.com

ARIZONA
Flagstaff – August 23

CALIFORNIA
Sacramento – May 2
San Diego – August 24
San Francisco – May 3
San Jose – May 4

COLORADO
Denver – July 19

DELAWARE
Wilmington – June 21

FLORIDA
Lakeland – May 7
Sarasota – May 8

GEORGIA
Atlanta – May 9
Augusta – July 31
Gainesville – May 10
Macon – August 1
Savannah – August 2
Valdosta – July 30

IDAHO
Boise – June 26

INDIANA
Indianapolis – July 24
South Bend – May 15

IOWA
Davenport – June 13
Des Moines – June 12
Dubuque – June 15
Sioux City – June 11

KANSAS
Dodge City – August 14
Hays – August 15

KENTUCKY
Lexington – July 25

LOUISIANA
Baton Rouge – August 9
New Orleans – June 28

MARYLAND
Annapolis – July 17

MASSACHUSETTS
Pittsfield – August 13
Springfield – August 15
Worcester – May 30

MICHIGAN
East Lansing – May 16
Farmington Hills – July 27
Grand Rapids – May 17
Marquette – May 21
Traverse City – May 18

MINNESOTA
Bloomington – June 28

MISSISSIPPI
Hattiesburg – August 10

MISSOURI
Rolla – July 23

MONTANA
Billings – August 3
Great Falls – July 17
Missoula – July 18

NEBRASKA
Omaha – August 17

NEW HAMPSHIRE
Manchester – May 29

NEW JERSEY
Edison – June 19

NEW MEXICO
Farmington – August 21

NEW YORK
Albany – August 14
Melville – June 18
New York – June 20

NORTH CAROLINA
Charlotte – August 21
Fayetteville – August 20
Raleigh – July 19
Wilmington – August 22

OHIO
Columbus – July 26

OREGON
Eugene – May 30
Klamath Falls – June 1
Medford – May 31
Salem – May 29

PENNSYLVANIA
Allentown – May 10
Butler – May 8
Erie – May 7
Lancaster – July 16
Philadelphia – May 11
York – May 9

SOUTH CAROLINA
Myrtle Beach – August 3

TENNESSEE
Memphis – June 27

TEXAS
Corpus Christi – June 15
Dallas – May 16
Fr. Worth – May 15
San Antonio – June 14
Temple – June 13
Waco – June 12

VIRGINIA
Fredericksburg – July 18
Norfolk – August 23
Richmond – August 24

WASHINGTON
Tacoma – May 1

WEST VIRGINIA
Charleston – July 20

WISCONSIN
Eau Claire – May 23
Green Bay – May 22
Milwaukee – June 14

WYOMING
Cheyenne – May 1

To enroll, call toll-free 1-800-873-7545 or see page 51.
How Admins Can Slow Down Interruptions at the Office

Admins that come to our courses tell us that if there were one thing they wish they could control better, it would be interruptions in their workday. Here are a few suggestions you can put in place today to minimize interruptions:

1. Establish an afternoon of silence where co-workers cannot speak to each other unless it’s 100 percent work-related. This will enable everyone to get things done because you are working and not chatting.

2. Cancel the next follow-up or status meeting if you’re in charge of it. However, if it is a critical meeting, or you have people coming in from out of town, don’t cancel that. Wait until it’s a less important meeting.

3. Clean up your work area. Clutter is distracting to your thoughts. Move it to a drawer, a folder, a place where you can’t see it while you work.

4. Literally put up a “Do Not Disturb” sign that signals co-workers that you are not to be interrupted because you’re involved in something that requires 100 percent focus.

5. Be aware. Stop interrupting other people. If you round the corner by a co-worker’s cubicle and see him or her deeply immersed in something, go back to your desk and send an email.

Let’s be honest, some work interruptions add variety to your day and help with work relationships. (All work and no play can be dull.) However, when they get to be too much, we have many training resources you can count on to help you meet any workplace challenge!

Attendee Rated: ★★★★★

From The Training Insider blog …

The Indispensable Assistant

$99 per person
$89 each for 4 or more

One-Day Workshop

Get the results you want and the respect you deserve

Gain practical, proven skills that will make you more productive, more valuable and more effective than ever before.

- Handle constant interruptions
- Keep projects on track, on time and successful

Download a course brochure, learn more and register at SkillPath.com

ALABAMA
Mobile – August 27
Montgomery – August 28

CALIFORNIA
San Diego – May 29
San Diego – June 22

CONNECTICUT
New London – May 9

DELAWARE
Dover – May 15

FLORIDA
Tallahassee – August 29

ILLINOIS
Oak Brook – August 8
Oakbrook Terrace – July 11

INDIANA
Meritville – July 12

MAINE
Bangor – May 7
Portland – May 8

MINNESOTA
Bloomington – August 7
St. Cloud – August 6

MISSOURI
Columbia – June 11

NEVADA
Reno – August 13

NEW JERSEY
Cherry Hill – July 27

NEW YORK
Poughkeepsie – May 10
Rochester – May 18

NORTH DAKOTA
Fargo – June 27

OREGON
Portland – August 17

PA (PENNSYLVANIA)
State College – July 26

SOUTH DAKOTA
Rapid City – June 28

TEXAS
Beaumont – May 31
El Paso – June 21
Houston – June 1
Houston – June 20
Lufkin – May 30

UTAH
Salt Lake City – May 30

VERMONT
Burlington – May 11

VIRGINIA
Virginia Beach – May 14

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

From The Training Insider blog ...

You can find more helpful career tips and articles at http://www.skillpath.com/blog.

Bring any training course on-site to your location! See pages 30 – 31.
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 are proud 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!

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

- Writing With Diplomacy, Tact & Finesse
- Making Your Business Writing Mistake-free
- Business Writing Tips

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 28 – 29 for a schedule and more information.*

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

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

*Item No. 10-9122-60008; one DVD-ROM*

**SPECIAL CATALOG PRICE:** $149.00

**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. 11-4505-60008; five audio CDs and one CD-ROM*

**SPECIAL CATALOG PRICE:** $89.95

**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. 16-0002-60008; book and one CD-ROM*

**SPECIAL CATALOG PRICE:** $59.95

Are your writing skills up to par, or are they holding you back?

To enroll, call toll-free 1-800-873-7545 or see page 51.
Business Writing and Grammar Skills Made Easy and Fun!

$299 per person

$269 each for 4 or more

TWO-DAY WORKSHOP

Reap the benefits of more polished, more professional and more powerful written communication

This expanded two-day course delivers tips the pros use to produce accurate documents and apply standards to their writing.

- Write with more clarity and power
- Present a more persuasive and polished message

Download a course brochure, learn more and register at SkillPath.com

ALABAMA
Mobile – May 1 – 2
Montgomery – May 15 – 16

ARIZONA
Phoenix – August 16 – 17

ARKANSAS
Little Rock – August 8 – 9

CALIFORNIA
Burbank – May 21 – 22
Irving – June 4 – 5
Ontario – May 29 – 30
Pasadena – May 31 – June 1
Sacramento – May 7 – 8
Sacramento – August 9 – 10
San Francisco – August 20 – 21
San Jose – August 7 – 8
Santa Rosa – August 22 – 23
Torrance – May 23 – 24
Ventura – May 9 – 10

COLORADO
Denver – May 21 – 22
Denver – June 25 – 26
Grand Junction – June 27 – 28

DELWARE
Wilmington – May 10 – 11

DISTRICT OF COLUMBIA
Washington, DC – July 18 – 19
Washington, DC – August 20 – 21

FLORIDA
Jacksonville – May 17 – 18
Pensacola – May 3 – 4

GEORGIA
Atlanta – July 25 – 26

ILLINOIS
Arlington Heights – May 31 – June 1
Chicago – May 8 – 9
Chicago – June 7 – 8
Oak Brook – June 25 – 26
Oakbrook Terrace – May 29 – 30
Schaumburg – June 27 – 28
Springfield – May 2 – 3

INDIANA
Merrillville – May 23 – 24

KANSAS
Overland Park – June 21 – 22

MARYLAND
Annapolis – July 26 – 27
Baltimore – July 10 – 11
Baltimore – August 6 – 7
Frederick – July 24 – 25

MASSACHUSETTS
Boston – August 2 – 3
Worcester – July 31 – August 1

MICHIGAN
Kalamazoo – May 21 – 22

MINNESOTA
Bloomington – May 10 – 11
Bloomington – June 5 – 6

MISSOURI
Kansas City – May 29 – 30

NEW JERSEY
Cherry Hill – June 14 – 15
Paramus – May 2 – 3

NEW MEXICO
Albuquerque – June 6 – 7

NEW YORK
New York – July 12 – 13
New York – August 16 – 17
Rochester – June 12 – 13

NORTH CAROLINA
Asheville – August 23 – 24
Greensboro – June 13 – 14
Raleigh – June 11 – 12

OHIO
Cincinnati – August 14 – 15

PENNSYLVANIA
Lancaster – August 8 – 9
Pittsburgh – May 10 – 11

TENNESSEE
Memphis – August 6 – 7
Nashville – August 21 – 22

TEXAS
Arlington – July 18 – 19
Dallas – July 9 – 10
Dallas – July 30 – 31
Ft. Worth – July 16 – 17
McAllen – August 27 – 28
San Antonio – August 29 – 30
Tyler – August 1 – 2

UTAH
Salt Lake City – May 23 – 24

VIRGINIA
Arlington – July 16 – 17
Fredericksburg – August 29 – 30
Reston – August 22 – 23
Richmond – July 23 – 24
Winchester – August 27 – 28

Get unlimited access to seminars and online training with STAR12! See page 59.

“Gave me tips to make my writing skills stronger. I am leaving with greater confidence in my skills and knowledge.”

—C. Todd, Salt Lake City, UT
ONE-DAY WORKSHOP

Business Grammar & Proofreading

Skills that make the most immediate impact on your career
We’ve boiled down hundreds of grammar and writing rules to "the most important of the most important" that will make your writing shine.

- Tips for proofreading like a pro
- Punctuation made easy
- Out with the old grammar rules—and in with the new!

Download a course brochure, learn more and register at NatSem.com

Business Writing Basics for Professionals

Deliver the exact message you intend, for real results
Spend one day with us and learn how all your written communication can best represent you as a true professional.

- Eliminate common mistakes
- Write to persuade and sell ideas
- Make your writing more lively and interesting

Download a course brochure, learn more and register at SkillPath.com
The Copywriter’s Workshop

$899 per person

When 3 attend, a 4th is free!

Bring any training course on-site to your location! See pages 30 – 31.

TWO-DAY WORKSHOP

Come with questions, because we have the answers!
From concise Tweets to multipage proposals, the skills you take from this special two-day event will ensure that your copy is powerful and effective.

- Zero in on your audience
- The power of headlines
- Real-world case studies, examples and tons of dos and don’ts

Download a course brochure, learn more and register at NatSem.com

ATTENDEE RATED: 4.5/5

NEW!

Essential Content Marketing

$899 per person

When 3 attend, a 4th is free!

TWO-DAY WORKSHOP

Bolster your brand, engage your customers and increase sales
You’ll get sound, easy-to-understand information that is updated, fresh and proven to be applicable to today’s digital-savvy audience.

- What content marketing ISN’T
- What drives visitors to your site?

Learn which posting schedules work best on which sites

Download a course brochure, learn more and register at NatSem.com

Bring any training course on-site to your location! See pages 30 – 31.
The Social Media Marketing Conference

$199 per person

$189 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 51.

Social Media Marketing

$299 per person

When 3 attend, a 4th is free!

One-Day Conference

Connect with your customers—and grow your business

The unique pick-your-agenda format lets you design your day—and learn how to get started, get up to speed and get in on social media marketing revenue.

- Choose the right platform(s)
- Create compelling content
- Monitor your success and measure your ROI

Download a course brochure, learn more and register at SkillPath.com

Attendee Rated: ★★★★

Arkansas
Little Rock – June 13

California
Anaheim – August 9
Fresno – June 27

District of Columbia
Washington, DC – May 21

Florida
Ft. Myers – July 16
Jacksonville – July 18
Orlando – June 13
Tampa – June 11

Iowa
Cedar Rapids – August 24

Louisiana
Baton Rouge – May 17

Michigan
Grand Rapids – August 2

Missouri
Kansas City – June 7

Montana
Billings – May 9
Helena – May 10

Nebraska
Lincoln – May 17

New Hampshire
Manchester – July 30

New York
Albany – July 31
Buffalo – August 1

North Carolina
Raleigh – August 29

Ohio
Cleveland – July 9
Columbus – May 12
Dayton – May 14
Toledo – July 10

Oklahoma
Tulsa – June 8

Pennsylvania
Erie – July 19
Harrisburg – July 17
Pittsburgh – July 18
York – July 16

Texas
Austin – June 24
San Antonio – August 23

Utah
Salt Lake City – May 8

Washington
Seattle – June 26

To enroll, call toll-free 1-800-873-7545 or see page 51.

To enroll, call toll-free 1-800-873-7545 or see page 51.
### Copywriting for the Digital World

**$999 per person**

When 3 attend, a 4th is free!

**TWO-DAY WORKSHOP**

Hone your digital content craft in this interactive course

Too many marketing professionals and copywriters are using outdated approaches for today’s digital audiences. Or worse, taking blind stabs in the dark to find what works. Join us and get cutting-edge strategies for creating powerful digital content that captivates today’s readers.

- Define your content writing strategy
- Build your brand and reputation through digital marketing
- Increase online leads, sales and customer loyalty

Download a course brochure, learn more and register at [NatSem.com](http://NatSem.com)

<table>
<thead>
<tr>
<th>State</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>Phoenix – May 23 – 24</td>
</tr>
<tr>
<td>Florida</td>
<td>Ft. Lauderdale – June 18 – 19</td>
</tr>
<tr>
<td>Illinois</td>
<td>Chicago – May 16 – 17</td>
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<tr>
<td>Indiana</td>
<td>Indianapolis – July 16 – 17</td>
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<tr>
<td>Maryland</td>
<td>Baltimore – July 23 – 24</td>
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<tr>
<td>Minnesota</td>
<td>Bloomington – July 25 – 26</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Omaha – May 21 – 22</td>
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<tr>
<td>New York</td>
<td>New York – May 14 – 15</td>
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<tr>
<td>Pennsylvania</td>
<td>King of Prussia – June 20 – 21</td>
</tr>
<tr>
<td>Texas</td>
<td>Dallas – June 27 – 28</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Brookfield – July 18 – 19</td>
</tr>
</tbody>
</table>

### Digital Marketing Boot Camp

**$299 per person**

When 3 attend, a 4th is free!

**TWO-DAY WORKSHOP**

Cut through the buzzwords and learn strategies that get results

In two days, discover how to build an effective campaign, reach your target audience and boost your visibility in today’s competitive digital landscape.

- Choose the right online tools
- Tips on refining your strategies and fine-tuning existing plans
- Create relevant content

Download a course brochure, learn more and register at [NatSem.com](http://NatSem.com)

<table>
<thead>
<tr>
<th>State</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>California</td>
<td>Anaheim – May 31 – June 1</td>
</tr>
<tr>
<td></td>
<td>Bakersfield – June 13 – 14</td>
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<tr>
<td></td>
<td>Sacramento – May 29 – 30</td>
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<tr>
<td></td>
<td>San Luis Obispo – June 11 – 12</td>
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<td>Ft. Lauderdale – May 21 – 22</td>
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<td></td>
<td>Sarasota – May 23 – 24</td>
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<tr>
<td></td>
<td>West Palm Beach – August 20 – 21</td>
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<tr>
<td>Hawaii</td>
<td>Honolulu – August 23 – 24</td>
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<td>Louisiana</td>
<td>Baton Rouge – August 16 – 17</td>
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<tr>
<td>Maine</td>
<td>Bangor – June 12 – 13</td>
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<tr>
<td>Maryland</td>
<td>Annapolis – May 10 – 11</td>
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<tr>
<td>Minnesota</td>
<td>Bloomington – May 23 – 24</td>
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<tr>
<td></td>
<td>Duluth – May 21 – 22</td>
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<tr>
<td>Missouri</td>
<td>Cape Girardeau – August 8 – 9</td>
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<td>Concord – June 14 – 15</td>
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<td>New Jersey</td>
<td>Cherry Hill – May 14 – 15</td>
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<td>Buffalo – May 16 – 17</td>
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<td></td>
<td>Rochester – July 26 – 27</td>
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<tr>
<td>North Carolina</td>
<td>Greensboro – June 25 – 26</td>
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<tr>
<td>Ohio</td>
<td>Toledo – June 27 – 28</td>
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<tr>
<td>Oklahoma</td>
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<td>Oregon</td>
<td>Portland – August 20 – 21</td>
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<td>Pennsylvania</td>
<td>King of Prussia – August 27 – 28</td>
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<td></td>
<td>Reading – August 22 – 23</td>
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<td></td>
<td>Scranton – July 24 – 25</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>Providence – June 5 – 6</td>
</tr>
<tr>
<td>South Carolina</td>
<td>Charleston – August 29 – 30</td>
</tr>
<tr>
<td></td>
<td>Columbia – July 12 – 13</td>
</tr>
<tr>
<td>South Dakota</td>
<td>Sioux Falls – July 19 – 20</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Nashville – June 18 – 19</td>
</tr>
<tr>
<td>Utah</td>
<td>Salt Lake City – July 30 – 31</td>
</tr>
<tr>
<td>Vermont</td>
<td>Burlington – June 7 – 8</td>
</tr>
<tr>
<td>Virginia</td>
<td>Charlottesville – May 8 – 9</td>
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<tr>
<td></td>
<td>Fairfax – August 1 – 2</td>
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<tr>
<td></td>
<td>Virginia Beach – July 30 – 31</td>
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<tr>
<td>West Virginia</td>
<td>Morgantown – June 4 – 5</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Appleton – June 20 – 21</td>
</tr>
<tr>
<td>Wyoming</td>
<td>Casper – July 9 – 10</td>
</tr>
<tr>
<td></td>
<td>Cheyenne – July 11 – 12</td>
</tr>
</tbody>
</table>
We’ve all been there. Software programs like Excel® make work a thousand times easier and you’re pretty good at using it. But someone somewhere told you about a shortcut for that one thing that drives you crazy every time you have to do it but … arrrgggh … you forgot what it was! Now you’re more stressed out than you were before.

Welcome to your solution center of Excel workshops and seminars! No matter what experience you have with Excel, we’ve got training sessions, Webinars, DVDs, CD-ROMs, books and more that will take your skills from good to great! Whether it’s formatting problems, formulas and function issues or managing the data within your workbooks, we’ve got training that will help you get much more done in a lot less time and eliminate virtually all the stress you’re feeling now.

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

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

- Microsoft® Outlook®: Advanced Features and Functions
- Organizing and Managing Data in Microsoft® Excel®
- Presenting Data in Excel®
- How to Use Microsoft® Excel® PivotTables to Easily Summarize and Analyze Data

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 maintain your status as the office guru!

See pages 28 – 29 for a schedule and more information.

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

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. 10-8306-60008; three DVD-ROMs.
Also available on USB; Item No. 10-7005-60008
CATALOG PRICE: $199.95

Microsoft® Office 2016 Video Training Series
Whether you work in an office or freelance from home, it’s hard to imagine doing business today without these critical programs. Our training videos give you all the time-saving tricks you need to lighten your workload and make you better at your job.

Item No. 10-8504-60008; five DVD-ROMs.
Also available on USB; Item No. 10-7006-60008
CATALOG PRICE: $249.00

Isn’t the whole idea of software like this to get more done in less time … and much less STRESS?
EXCEL® TRAINING WORKSHOPS

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. Our seminars will teach you the most advanced features and functions Excel offers, allowing you to get more done in much less time.

One-day Advanced Training for Microsoft® Excel®

$179 per person

When 3 attend, a 4th is free!

ONE-DAY WORKSHOP

Think you know everything about Excel? Think again!

This next-level workshop will teach you the most advanced Excel features and functions—taking your level of proficiency from basic to advanced.

• Learn advanced filters
• Master lookup functions
• Includes a special section on data exchange on the Web

Download a course brochure, learn more and register at NatSem.com

ALABAMA
Birmingham – August 16
Huntsville – August 17
Mobile – August 14
Montgomery – August 15

ALASKA
Anchorage – August 27

COLORADO
Denver – May 3
Ft. Collins – May 4
Golden – May 2
Grand Junction – May 1

CONNECTICUT
North Haven – June 20
Norwalk – June 19

FLORIDA
Jacksonville – August 28
Lakeland – August 27
Miami – August 30
Orlando – August 29

GEORGIA
Savannah – August 22

IDAHO
Boise – May 4

ILLINOIS
Arlington Heights – May 3
Oak Brook – May 4

INDIANA
Lafayette – May 29

KENTUCKY
Lexington – May 14

MAINE
South Portland – May 24

MARYLAND
Baltimore – July 16

MASSACHUSETTS
Andover – May 23

MICHIGAN
Ann Arbor – May 1
East Lansing – May 2
Flint – May 30

MISSISSIPPI
Gulfport – August 13

MISSOURI
St. Louis – July 11

NEW HAMPSHIRE
Manchester – May 22
West Lebanon – May 1

NEW JERSEY
Cherry Hill – July 18
Edison – June 14
Parsippany – June 13
Tinton Falls – June 15

NEW YORK
Albany – June 26
Binghamton – June 8
Buffalo – June 6
East Syracuse – June 28
Glens Falls – June 27
Malville – June 21
Middletown – June 12
New York – June 18
Poughkeepsie – June 11
Rochester – June 7
Tarrytown – June 22

NORTH CAROLINA
Asheville – July 27
Greensboro – August 23
Hickory – August 24
Raleigh – July 26

NORTH DAKOTA
Bismarck – June 27
Fargo – June 28

VERMONT
Burlington – May 21
Rutland – June 25

VIRGINIA
Charlottesville – July 24
Fredericksburg – July 23
Richmond – July 25

WASHINGTON
Pasco – August 30
Seattle – August 29
Spokane – May 3
Tacoma – August 28
Wenatchee – May 2
Yakima – May 1

“Outstanding! Excellent instructor and materials … will greatly enhance my productivity.”

—W. Rice, Kansas City, MO

Bring any training course on-site to your location! See pages 30 – 31.
Two-day Workshop on Advanced Microsoft® Excel® Techniques

$399 per person

$349 each for 4 or more

Two-day Workshop on Advanced Microsoft® Excel® Techniques

Put the REAL power of Excel to work for you
The techniques in this advanced workshop will make your job easier and increase the sophistication of your data reporting and analyzing.

- Learn shortcuts the pros use
- Tackle formulas and functions

Download a course brochure, learn more and register at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 51.

Getting the Most From Microsoft® Excel®

$149 per person

$139 each for 4 or more

Get these and many more tips and techniques for using Excel.

Download a course brochure, learn more and register at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 51.
**Sign Up for FREE Excel® Tips Straight to Your Inbox!**

Along with the best seminars, Webinars, DVDs, CD-ROMs and books, our NST Excel E-tips have been helping users just like you find shortcuts for your sometimes challenging (and sometimes just plain tedious) Excel tasks. But did you know we have another fun and helpful resource for you?

**Excel® E-tip of the Week** is an easy way to get a jumpstart on building your Excel skills. Each week, you get a quick tip that introduces you to one of the most powerful features and functions of Excel. You’ll get great shortcuts and learn about tools you probably never even knew existed! And, you learn at your pace, when and how it works best for you.

**Check it out at [www.natsem.com/exceltip](http://www.natsem.com/exceltip)**

---

**IMPORTANT INFORMATION**

Whatever your method of registration, be sure to enroll right away since space is limited. 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 — contact your professional licensing board or organization to verify specific requirements.

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)

---

**IT’S EASY TO ENROLL**

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

2. **ONLINE:**
   
   — For SkillPath courses, visit: [www.skillpath.com](http://www.skillpath.com)
   
   — For NST courses, go to: [www.natsem.com](http://www.natsem.com)

3. **BY EMAIL, FAX OR MAIL:**

   Email your enrollment to us at **enroll@skillpath.com**
   
   Our 24-hr. fax number is **1-913-362-4241**.
   
   Mail your enrollment to us at:
   
   **SkillPath Seminars**
   
   P.O. Box 804441
   
   Kansas City, MO 64180-4441

   For email, fax or mail orders, please include: Name and mailing address, seminar you wish to attend, your VIP number as it appears on your mailing label, approving manager, P.O./billing instructions and applicable tax-exempt information.

   We respect and are committed to protecting your privacy and financial security. Please do not send credit card information. Credit card payments taken by phone or online only.
BRAND NEW! Learn 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!

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.

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