



AN INNOVATIVE  
ONE-DAY SEMINAR!

# LEADERSHIP TEAM-BUILDING — AND — COACHING SKILLS FOR MANAGERS & SUPERVISORS

Gain winning strategies for  
leading your team to excellence

# AS A MANAGER,

## WHAT KIND OF RELATIONSHIP WOULD YOU LIKE TO HAVE WITH YOUR EMPLOYEES?

Leader?

Friend?

Teacher?

Mentor?

**The person who motivates them, guides them, encourages them and makes them want to win?**

Forward-thinking managers have discovered the same skills coaches use to create winners in athletics also work in a business setting. *This innovative one-day seminar is designed to teach you powerful coaching methods to turn even problem employees into super-productive, motivated winners.*

**Make everyone want to give 110% — for themselves and for their team.** You'll instill the kind of energy and enthusiasm that makes productivity soar. How? Supplement your own managerial abilities with compelling coaching and counseling skills and watch the incredible results.

**Plan and strategize to achieve the results you want.** You'll learn, step-by-step, how to produce a manager's "game plan" to ensure you'll reach your goals and objectives. Plus, find out how to maximize every employee's abilities, and uncover strengths and talents you never knew existed.

**Transform your work group into a cohesive, coordinated team.** Imagine how much your work group could accomplish if it functioned as one well-organized unit. You'll learn how to pull everyone together with a shared drive and purpose.

**Counsel problem players and set them on track for success.** Do any of your employees procrastinate? Waste time? Display an anti-management attitude that affects other workers? Criticize and find fault with everyone and everything? Let personal problems affect their work? You'll learn how to stop the negative influences of these and other "problem players." Through a combination of powerful coaching tactics and expert counseling skills, you'll solve even long-term problems and set those employees on a positive, successful course.

**Spot and support exceptional employees, and help them realize their fullest potential!** Your best employees need more than managing; they need a special type of coaching, mentoring and guidance to be their best and continue to function at the highest level. You'll learn how to keep superstars challenged and motivated. Plus, you'll discover how to push your best employees ahead without alienating average employees or playing favorites.

### SOUND REASONS TO ENROLL TODAY!

#### Compare our experience and know-how.

Fred Pryor Seminars' record of customer satisfaction is unsurpassed — more than 30 years in business and over 10 million seminar participants from over 300,000 organizations clearly prove our ability to deliver what we promise. Our customer satisfaction rate speaks for itself!

#### Consider the value of excellent reference materials.

At no extra charge you'll receive a comprehensive workbook, including charts, lists, reference forms and other indispensable materials you can refer to and use later.

#### Compare our guarantee.

All of our seminars are **100% SATISFACTION GUARANTEED!** We are confident this seminar will provide you with effective coaching skills. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

# 5

## ESSENTIAL COACHING SKILLS YOU'LL LEARN AT THIS SEMINAR

**1. COMMUNICATING:** 10 power techniques to break down communication barriers, over-communicating and how to avoid its negative effects, how to critique both problem employees and top performers, ideas to keep team communication flowing and more innovative communication secrets.

**2. MOTIVATING:** How to be demanding without creating resentment, actions to unleash competitive spirit as positive productivity, how to empower employees to take responsibility for their own jobs and accomplishments, no-cost incentives to create excitement and drive and more high-power motivational tactics.

**3. COUNSELING:** How to stop problem situations before they get out of hand, 14 ways to tell when personal problems are overwhelming an employee, step-by-step advice on conducting an effective employee counseling session, situations in which you need to seek additional help and advice and dozens more sensible counseling tips.

**4. USING GOOD JUDGMENT:** How to make snap judgments without making blunders, eight blueprints for consistently reliable decision-making, fail-safe methods to spot every employee's strengths and weaknesses, plus other high-impact tactics to help you develop a coach's sixth sense.

**5. UTILIZING AVAILABLE TALENT:** The exact steps you must take to neutralize problem employees, how to handpick top performers and keep them enthused and motivated, 15 ways to pull the most divided work group together as a team, proven strategies to pinpoint and emphasize each individual's strong points and more exciting ways to bring out the best in every single person on your team.

## 14 MORE REASONS TO ATTEND

1. Compare your current management techniques to those used by today's most celebrated coaches and managers.
2. When to leave counseling to the pros — a checklist to help you decide when an employee problem is too big to handle alone.
3. Three questions you should never ask in a coaching or counseling session, and why.
4. What to do when an employee cries, becomes angry or reacts with any other overly emotional response.
5. The coach's pressure point: how to maintain a healthy level of pressure without harmful stress and anxiety.
6. The "Ex-Dem-Pra" Coaching Formula: It's motivated millions, and it will work for you, too!
7. Take advantage of proven esteem-builders to help underachievers realize their full potential.
8. Eight signs and symptoms of the ineffective team, and what you can do to correct the situation now.
9. The subtle skill of listening: why every good coach possesses it and how you can fine-tune yours.
10. Good advice on advice: when to express your opinion and when to remain neutral.
11. On being a mentor: what you should expect to give (and get) from this sometimes complicated relationship.
12. Low-cost incentives that really motivate! Implement these ideas and watch productivity and enthusiasm soar.
13. Even top performers sometimes need criticism ... here's how to offer it constructively.
14. What to do about communication "misfires," and ensure they don't happen again.

# LEADERSHIP TEAM-BUILDING AND COACHING SKILLS FOR MANAGERS & SUPERVISORS

**Seminar Overview 9:00 a.m. – 4:00 p.m.**

## **THE WANT-TO-WIN ATTITUDE: HOW TO BUILD IT**

- A look at your own coaching ability measured against 20 traits shared by the best coaches.
- How to harness natural competitiveness as a positive, powerful force.
- Four insightful tips for follow-up coaching to keep your players on track.
- Why you must be demanding sometimes and how to do it the right way.
- Eight techniques to boost enthusiasm for an individual or the entire team.
- Self-management and empowerment: how to get others to direct and motivate themselves.
- Ways to spot and overcome the anti-management attitude.
- The right touch: how to be supportive without “overmanaging.”
- Confidence and self-esteem: super policies that build up reluctant employees and motivate underachievers.
- Power motivators: the winning secrets of the all-time greatest coaches.

## **STRATEGY AND PLANNING ESSENTIALS FOR MANAGERS/ COACHES**

- Your game plan — five simple steps for no-fail, successful plans.
- How to ensure you’ve got the right people playing the right game: proven strategy tips that work in theory and in practice.
- As you build your roster — how to spot superstars and problem players and identify strengths and weaknesses.
- A key formula to ensure you’ll make good decisions consistently.
- Snap judgments — clever solutions to maximize your ability to think on your feet.
- How to know if you’re an over-communicator (with four direct actions to help you avoid “over-coaching”).
- Seven easy strategies managers/coaches use to deal with pressure before it escalates to stress and anxiety.
- The “Ex-Dem-Pra” coaching model that has motivated millions.

*“Enjoyed it! A lot of good info. Consistent with what we teach.”*

DSCS(sw) Jon Henry  
Facilitator/Curriculum Manager  
Navy Leader Development Program  
San Diego

*“Gave me quantifiable measures to apply in my workplace. Motivated me to return ‘renewed’ to old problems. This is not my first Pryor seminar. It fulfilled my expectations. These courses are an excellent value.”*

Susan H. Bishop  
Surgical Services Business Manager WakeMed

## HOW TO COACH YOUR TEAM

- Five compelling reasons your employees want to be part of a team.
- 15 ways to transform even the most divided work group into an enthusiastic, winning team.
- Eight symptoms that signal weak or ineffective teams.
- The team lineup: how to recognize individual strengths and organize players into position.
- The secret of winning acceptance and respect as a coach/manager and promoting upward communication on your team.
- Peer conflicts — how to defuse them before they affect the entire work group.
- How to involve antisocial employees and loners.
- When to reward or praise individuals in front of the team.
- How to build loyalty and commitment and make them an integral part of your team's culture.
- Specific tactics to balance team goals with individual ambitions.
- 10 easy and inexpensive ways to promote great team morale.

## COACHING AND COUNSELING THE PROBLEM PLAYER

- Is counseling the right approach? The risks and benefits of counseling from the experts.
- Non-directive counseling: a proven approach to help employees discover their own solutions.
- Eight steps to positive prevention of employee difficulties.
- How to recognize a developing crisis: 20 signs that point to an escalating problem.
- 10 warning signals an employee has personal problems affecting work performance.
- The “Monday Morning Quarter-back” — how to handle fault-finders and criticizers.
- High-impact coaching skills to deter goof-offs, time-wasters and procrastinators.
- Eight guiding steps to positive discipline and corrective action.
- What to do if nothing works — four final options.

## HOW TO HANDLE A COACHING/ COUNSELING SESSION

- When to attempt employee counseling and when to leave it to professionals.
- Four subtle actions that encourage people to open up.
- Inquiry land mines — three types of questions you should never ask.
- Expert listening skills: the proven method to ensure you really hear what the employee is saying.
- Should you offer your opinion? When to give advice and when to be neutral.
- Tips for separating fact from fiction and faking.
- How to deal with anger, crying and other emotional responses.
- Denial: what to do when someone won't admit to a problem.
- How to reach an agreement and get a firm commitment when you close a counseling session.
- The importance of healing the wounds — how to close on an upbeat, positive note and avoid grudges.

## COACHING SUPERSTARS: HOW TO BE A MANAGER AND A MENTOR

- Tips to ensure you recognize employees with great potential.
- Essential techniques to keep high achievers enthused, challenged and interested.
- Ways to offer constructive criticism to a top performer.
- How to help the high achiever without alienating the team or playing favorites.
- Incentives you can offer when you can't give raises or promotions.
- What you should expect to bring to — and take from — a mentor relationship.

*“I am a relatively new manager, and this was just the kind of information I needed. It met all the objectives in the course brochure.”*

Laura Vann, OTR/LI MSPT  
Director, Physical Therapy  
Health South

*“As with all Fred Pryor seminars I've attended, the concepts taught seemed practical and applicable.”*

Barbara Kraemer  
Supervisor  
Jeffrey Freedman Attorneys

## Onsite Training Solutions

### GET THE RESULTS YOU'RE LOOKING FOR!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

### CHOOSE FROM OVER 150 COURSES!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

### TAILOR THE TRAINING TO MEET YOUR SPECIFIC NEEDS!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

### MAXIMIZE YOUR TRAINING BUDGET!

Onsite Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation,  
visit us online at  
**pryor.com/onsite**  
or call us at  
**1-800-944-8503!**

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## Registration Information

**Enroll Today!** Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

### Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

#### Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

### Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

### Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

### Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

### Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

### Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU or CPE credits, please visit [www.pryor.com/certificate](http://www.pryor.com/certificate). Certificates will be available 10 days after your event has ended.



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910356

- Online pryor.com
- Call 1-800-556-2998

- Fax to 913-967-8849
- Mail your registration

**1**  **Yes!** I want to enhance and strengthen my management abilities with leadership and coaching skills; enroll me today! Group discounts available; see page 6 for details.

**2 IMPORTANT!** Please fill in VIP number as it appears on the address label.  
**VIP** \_\_\_\_\_ (\_\_\_\_\_) IF AVAILABLE

**3 ORGANIZATION INFORMATION**

Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 Tele: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Approving Mgr's Name  Mr.  Ms. \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  Business  Home

**4 QUICK CONFIRMATION**

Please email or fax my confirmation to me within 48 hours.  
 My email address or fax is: \_\_\_\_\_

**5 NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

#1 Attendee's Name  
 Mr.  Ms.   
 Job Title \_\_\_\_\_ Event # \_\_\_\_\_  
 Email Address \_\_\_\_\_  Business  Home

#2 Attendee's Name  
 Mr.  Ms.   
 Job Title \_\_\_\_\_ Event # \_\_\_\_\_  
 Email Address \_\_\_\_\_  Business  Home

**6 METHOD OF PAYMENT** (Payment is due before the program.) Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 92-2053228 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6.5%) and West Virginia (6%).  
 Total amount due: \$ \_\_\_\_\_  
 Check # \_\_\_\_\_ (payable to **Fred Pryor Seminars**) is enclosed.  
 Bill my organization. Attn: \_\_\_\_\_  
 Purchase order # \_\_\_\_\_ is enclosed. (Attach purchase order to completed registration form.)  
 Charge to:  AmEx  Discover  MC  Visa  
 MO. \_\_\_\_\_ YR. \_\_\_\_\_  
 EXPIRATION DATE  
 CARD NUMBER  
 Card Holder's Name \_\_\_\_\_  
 Tax-Exempt # \_\_\_\_\_  
 Please attach a copy of your Tax-Exempt Certificate for payment processing.

**Note:** If you've already registered by phone, by fax or online, please do not return this form.

 **Call**  
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**Kansas City, MO**  
**64121-9468**

# LEADERSHIP TEAM-BUILDING AND COACHING SKILLS FOR MANAGERS & SUPERVISORS



FRED PRYOR SEMINARS

P.O. Box 219468

Kansas City, MO 64121-9468

*a division of Pryor Learning*

To update your contact information, see page 6.



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