

BUSINESS SKILLS FOR THE DIGITALLY DRIVEN WORKFORCE



*Learn how to connect with those
not in a technical role*

IN JUST ONE DAY OF TRAINING, YOU'LL:

- Learn what employers really want and which skills are critical for advancement
- Discover tips for communicating efficiently, effectively and respectfully
- Produce accurate, complete and useful written communication
- Give and receive constructive criticism with grace and respect
- Be the team player your team looks up to
- Avoid misunderstanding and conflict due to communication mistakes
- Know which communication strategies work best
- Communicate effectively with managers and peers who are not technically minded
- And much more!

ENROLL TODAY!



FAX
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www.pryor.com



MAIL
Fred Pryor Seminars
P.O. Box 219468
Kansas City, MO
64121-9468



PHONE
1.800.556.2998



IMPROVE YOUR COMMUNICATION SKILLS



Being successful in the workplace takes more than acing your certifications and staying on top of the trends and technologies in your field. Excellent communication, teamwork, organization and leadership skills are all required to navigate today's demanding positions, no matter how technical the job description. ***Business Skills for the Digitally Driven Workforce*** will teach you what employers really want, which skills are critical for advancement and the areas where you can improve.

Being good at your job is more than just getting the work done. In today's business environment, you also have to be able to work well with others, successfully communicate to higher ups, solve problems strategically, among a variety of other soft skills. This seminar will help you become the well-rounded employee needed to ensure you thrive and advance in today's competitive workplace.

WHO SHOULD ATTEND?

This seminar is recommended for anyone who has the required technical skills to do their job, while lacking or needing to strengthen their soft skills to be more successful and achieve more.

DEVELOP, FINE-TUNE or PERFECT the **SOFT SKILLS NEEDED** to *become successful.*



TOPICS COVERED IN THIS SEMINAR:

- Get what you want with tact and finesse
- Speak comfortably in a group
- Diffuse conflict and build consensus
- Apply problem-solving techniques to everyday tasks
- Know when to step away from the details to view and execute the big picture
- Apply fundamental critical thinking skills to tasks and interactions
- Work in groups and build excellent team dynamics
- Apply ABCs of good decision making
- Delegate tasks effectively and respectfully
- Stay organized to be on task and on schedule
- Manage stress for a healthier and happier work experience

GUARANTEED RESULTS!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the information, tools and resources needed to take your skills to the next level. 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.*

AGENDA OUTLINE

1. EFFECTIVE AND RESPECTFUL COMMUNICATION

Communication is the foundation of any community. Without the ability to share, explain and listen, relationships break down and chaos ensues. This is even more important in a work environment where efficiency is money and results are on the line. In this module, you will learn tips for good communication so your peers listen and your managers will notice.

- Written communication — what to include in every message you type, whether it's a quick email, a text or a ten-page proposal
- How to read the room — techniques that will help you reduce misunderstandings and avoid conflicts
- "I didn't read the email" — learn which platforms (email, texting, meetings, etc.) are most effective for what you need to say and who needs to hear it
- Close the understanding gap — how to communicate technical information to non-technical people
- The art of persuasion — speak confidently in front of any group, from 5 to 500

2. CONFLICT MANAGEMENT

Conflict is a fact of life. But, without the tools to manage or diffuse it, conflict can cause severe workplace problems. In the second module, you will learn basic techniques for conflict management.

- Get from "No!" to "Go!" — how to build consensus in a room of different opinions
- What are the five most common reactions to conflict and what's your style?
- Key strategies for spotting, diffusing and mitigating conflict in the workplace

3. PROBLEM SOLVING

Debugging is a part of most technical job descriptions. Yet, many specialists fail to apply this skill to social settings. In this module, you will learn why it is important to take a step back from the details of an issue and apply critical thinking and strategic planning techniques to solve problems, both technical AND interpersonal.

- What do employers mean by "problem-solving skills" and how is this different from technical problem solving?
- Perfect your problem-solving technique with a simple, step-by-step process
- Train your brain — practice strategies for improving critical thinking skills
- Look beyond tomorrow — tips for building and demonstrating a strategic mindset

CHECK-IN: 8:30 A.M. – 9:00 A.M.

PROGRAM: 9:00 A.M. – 4:00 P.M.

4. COLLABORATION

The myth of the “lone genius” persists — especially in technical, STEM careers — despite overwhelming evidence that the best work happens in collaboration and history’s coolest inventions were developed by teams. The truth is, most projects worth achieving are too big for one person to tackle on his or her own and no one truly ever works in isolation. This module will illustrate what makes you a good team player and introduce the skills that will enhance your outcomes and job satisfaction.

- Understand typical team roles and identify how your strengths fit into them
- Learn the essential characteristics of a team player
- Giving and receiving constructive feedback

5. LEADERSHIP

Professionals at the top of their technical ladders often face the choice of “capping out” at their current level or having to move into management positions if they want to advance. This can be a daunting transition for the specialist who has never practiced leadership skills in their previous positions. The good news is, opportunities to demonstrate leadership are always available — even at entry level — and employees who demonstrate excellent leadership skills are highly valued at all levels.

- How to encourage a collaborative work environment through skill, process and practice
- The ABCs of good decision making
- Delegate tasks effectively and respectfully

6. ORGANIZATION AND TIME MANAGEMENT

At the end of the day, our own habits and attitudes impact our work experience far more than one more certification ever will. In our final module of the day, we will talk about the personal skills that can make the biggest difference in work accomplishment and job satisfaction.

- Increase productivity and reduce mistakes by staying organized in these four key areas: Time, Environment, Tasks and Health
 - Plan your day — how spending time saves time
 - Learn how your work environment impacts your work productivity and organize for success
 - Get more done! (How to prioritize tasks and eliminate time-killing distractions)
 - Build healthy habits to beat procrastination and other joy-killing productivity-busters
- Stressed out? Apply these simple techniques for reducing stress and improving your mental balance.

SEMINAR REPORT CARD

WHY YOU'LL GIVE THIS COURSE TOP MARKS:

A+ QUALITY AND CONTENT

We cover the most essential, job-enhancing information in a fast-paced, one-day format that respects your time. We strive for the essential course balance, giving you key information you can use immediately without complex details you don't want or need.

A+ TRAINING VALUE

You'll get substantial returns from a small investment — per registrant. Like every Fred Pryor seminar, this program is value-driven and designed with your budget in mind. This training will pay, not cost.

A+ CONVENIENCE

You can make the most of your time and gain these considerable benefits without the hassle, inconvenience and expense of travel. Our one-day format and extensive national seminar schedule ensures professionals everywhere can attend at their convenience.

A+ COURSE MATERIALS

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.



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WORKFORCE**

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 4 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 program 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 Unit (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.

Completion & Continuing Education Certificates

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

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PHONE
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1	SEMINAR Seminar City: _____ Seminar Date: _____ City Event #: _____	
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3	WHO WILL BE ATTENDING <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. _____ Job Title: _____ Email (required): _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. _____ Job Title: _____ Email (required): _____ <input type="checkbox"/> Business <input type="checkbox"/> Home Please list additional names on a separate sheet.	
4	METHOD OF PAYMENT Important: Send your payment now. Tuition is due before the workshop. 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 43-1830400 (FEIN). Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; plus applicable county surcharge), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax). Please check one of the following: 1. <input type="checkbox"/> Registration fee enclosed. Check # _____ Amount \$ _____ 2. <input type="checkbox"/> Our Purchase Order is attached. P.O. # _____ 3. <input type="checkbox"/> Bill my organization. Attention: _____ 4. <input type="checkbox"/> Charge to: <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input type="checkbox"/> MC <input type="checkbox"/> Visa Exp. Date: _____ Acct. #: _____ Card Holder's Name: _____ Tax-Exempt #: _____ <i>Please attach a copy of your Tax-Exempt Certificate for payment processing.</i>	

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REGISTRATION FORM – Business Skills for the Digitally Driven Workforce