

A TWO-DAY SEMINAR

A two-day comprehensive seminar providing essential skills critical to every manager or supervisor

MANAGEMENT & LEADERSHIP SKILLS

for New Managers and Supervisors



Learn the most effective and efficient ways to:

- Solidify your position
- Prioritize tasks
- Delegate responsibility
- Foster accountability and ownership
- Motivate people
- Coach individuals and teams
- Earn trust and respect
- Assess skills and weaknesses
- Hire and develop staff members
- Communicate with peers and superiors


And perform practically every other duty expected of you in your role

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www.careertrack.com

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CareerTrack
P.O. Box 219468
Kansas City, MO
64121-9468

 **CAREERTRACK**

This course qualifies for CPE credits. See details on page 6.



EXPRESS CODE

911735

- Enroll Today
- careertrack.com

You've just been promoted to manager – now what?

Ah, the thrill of getting a big promotion! Finally, the spotlight shines brightly on your talents, drive and hard work. Congratulations from colleagues are music to your ears. You've earned your new position and, for a delicious day or so, you're on top of the world.

Then reality sets in ...

What do I do first?

How do I want my staff to view me? As a pal? A by-the-book boss?

Should I try to copy my predecessor or set my own course?

How do I get to know my team – quickly?

What if I do or say the wrong things right off the bat?

What's all this about leading vs. managing?

You're not alone. Many first-time managers step into their positions feeling apprehensive and ill-prepared. Why? Because it's a lot easier to be a follower than a leader. The skills and talents that made you a valued team player won't necessarily make you a great manager or supervisor.

- **It's no longer enough to follow directions ...**
... now you must decide what gets done, when and by whom.
- **It's no longer enough to complete your work accurately and on time ...**
... now you have to help others keep their projects on track and see that everyone works together.
- **It's no longer enough to focus on your own department ...**
... now you're a member of management. Your new peers will expect you to have a broader perspective.
- **It's no longer enough to stay personally motivated ...**
... now you have to be a coach, cheerleader and strong shoulder to people who have bad days, conflicts and demands you might not know how to satisfy.

This seminar was created for people like YOU

This powerful management and leadership training will make your transition smoother and more successful. You'll use what you learn right away. If a tough problem comes up, you'll know how to handle it. When you're faced with a crisis, you'll react with confidence. You'll be better equipped to keep your people motivated, productive and on target.

Guaranteed Results!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with essential skills to confidently lead your staff. 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*.

Consider this seminar a crash course for beginning managers and supervisors

In two solid days of practical instruction, we'll demonstrate and drive home the essential skills you'll need to step confidently into a leadership role. You'll gain insights into everything from making a good first impression to motivating people and managing change in the workplace.

The seminar will be fast-paced and full of variety, with a lot of information exchanged. To make everything you learn more relevant — and to help make it stick — we'll use a combination of proven training methods, including these:

Trainer-led briefings

Your leader is an experienced management training coach — a skilled facilitator whose two-day goal is to prepare you for the realities of your new role. Through case studies, right way/wrong way demonstrations and examples drawn from actual workplaces, you'll gain a big-picture understanding of what it means to be a manager today. And you'll have the opportunity to get your questions answered on the spot.

Group exercises and discussion

Collaborative learning (sharing your experiences, listening to your peers, working together to find answers) is a highly effective way to gain — and share — knowledge. The exercises and discussions in which you'll participate will bring to life the principles and practices you'll need to master as a manager.

Situational practice

Learning by doing sharpens any newly acquired skill. These practice drills let you put your skills to the test by applying them to real-world scenarios. You begin to see how things work, where you need more coaching and what the results look like. Whether you choose to be an observer or a participant, these practice sessions are a key part of your total learning experience.

Note: *This seminar is exclusively for managers and supervisors — new ones, prospective ones and those with some experience but no formal training. If you're a manager or supervisor now, or you're considering a move into management, leadership training is essential. You'll soon find many of your concerns are the same ones other managers face, no matter their level of experience. As a result, you will feel comfortable knowing you are all on common ground and you're all there to learn.*

Free Digital Resources for Every Participant



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.

In two fast-paced days, you'll gain a solid working knowledge of proven management skills that will serve you well throughout your career

MANAGEMENT & LEADERSHIP SKILLS



for New Managers and Supervisors

Course Content

Day 1

How to avoid beginner's blunders

A lot of judgments are made during your “honeymoon.” It’s inevitable that you’re going to make some mistakes in the beginning, but the fewer, the better.

- How to manage the mountain of information coming at you from every direction
- Tips on supervising people who are still friends, but were your equals
- How to deal with the legacy left by your predecessor, whether you’re walking in the shadow of a saint or a tyrant
- Diplomatic ways to gather intelligence about your work group
- How to establish a good working relationship with your own supervisor
 - **Loyalty exercise:** Learn ways to demonstrate loyalty to your boss(es) and still remain true to your values.
- What you can do to minimize surprises
 - **Preparation, poise and prevention:** In this group exercise, you and your fellow participants will learn to assess the signs of a potential situation and devise a plan to avert it.

How good are your leadership skills?

How do the skills and talents you demonstrated as a follower translate to your role as a leader? Where do you need to grow, which of your old traits are best left behind, how do you decide which skill sets to focus on?

- “Bureaucracy basher,” “expediter” and six other hats you’ll wear
- Specific ways to strive for and achieve personal excellence as a leader
 - **Self-assessment:** A benchmarking activity shows you how to measure your current abilities against those of experienced leaders.

- Are you a leader or a manager? Four unique qualities that distinguish one from the other
 - **Case study:** What leadership looks like at your level and how to use the four classic leadership traits to make the biggest impact.
- What are your own goals? A way to clarify your personal vision and mission

How do your group members rate?

Are they self-starting high-achievers? Do they pull together? Are they adequately skilled in their jobs? Getting a good picture of the people you’re leading will help you develop the leadership style that works best for you — and for them.

- **Group assessment:** You’ll learn ways to evaluate your team members, taking into account their backgrounds, goals, work habits and even their levels of manageability.

Your role as "change agent"

Today’s workplace is in constant flux. The sooner you learn the essential change management skills, the better off you will be.

- How to ensure your team understands — and accepts — any top-down directive
- Ways to help others be proactive about change — so they feel more ownership and less like victims of change
- How to link lofty corporate goals to the people who do the actual work
 - **Simulation:** How would you prepare your group members for a major change? What’s the best way to announce it? How do you get the optimists to win over the pessimists? You’ll see change management skills in operation and have the opportunity to practice them yourself.

Day 2

How to hire, train and develop a top-notch staff

As a manager, you may feel a dangerous urge to try to do everything yourself. But that's not what a good manager does. Instead, you must learn to enlist the right people and assign projects and responsibilities that keep them enthused and growing.

- How to come up with a list of qualities to define your ideal candidate
 - **Activity: Build a profile of your perfect employee.**
- The kind of questions to ask in an interview — and answers to look for
- What you should delegate, w
hat you
should not
- Ways to monitor delegated work without coming across as a meddler
- Common delegation traps every manager must avoid
- Tips on matching the person to the job
 - **How good of a delegator are you? An exercise will reveal any hang-ups you have about handing off work and what you can do to overcome them.**

Mastering the art of motivation

Getting people pumped up is not a simple task, but it becomes easier once you know some basic principles of human motivation.

- How to find — and nurture — the unique talents within each of your employees
- Proven motivators that work every time
- How to get your people to reveal what really motivates them
 - **Exercise: The most powerful motivators are those that come from within. This exercise shows you the power of intrinsic motivators and how to use them to bring out the best in people.**
- Goal-setting tips: How to set targets people believe in and will work toward
- How to use appraisals to reward success, correct subpar performance and re-energize efforts
- The five elements of effective discipline: ways to use corrective measures without destroying the willingness to change
- How to deal with reprimands, warnings and dismissals

How to say what you mean – and mean what you say

Your instructions — written and verbal — must leave no room for misinterpretation. You need to listen to what people are *feeling* vs. what they are *saying*. And you have to be aware that your body language often has a far bigger impact than any words you utter.

- The best ways to project authority without being overbearing
- What are you secretly saying? How to recognize the red flags of body language
- Understanding the ways people communicate so you can pick the one that works best in a particular situation
 - **Activity: You'll sit in on a simulated team meeting and try out a variety of communication techniques to see:**
 1. which ones feel best to you
 2. which work most effectively with the people you're dealing with
- Quick tips on becoming a better listener
- Email, phone call or face-to-face? A simple way to decide which form of communication to use and when
- What your desk and office say about you: what items to display, what to keep private

The power of a positive attitude

You must project optimism and confidence, even when you're feeling otherwise. It takes determination and practice to put on a good face — and knowing what goes into having a positive attitude is a big help.

- How attitude affects team performance — assessing your group's present outlook
- What to do when negativity creeps into your group or into your own thinking
- Where attitudes come from, what feeds them and how to control their impact
 - **Activity: You'll review all of your skills, practice some of them and use a manager case study to reinforce all you've learned.**

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

careertrack.com/onsite

or call us at

1-800-944-8503

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.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.

Program: 9:00 a.m. – 4:00 p.m.

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.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- 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 CareerTrack 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 Units (CEUs)

CareerTrack 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 Solutions, Inc. 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. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 12 CPE credits.

Completion & Continuing Education Certificates

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

Update Your Contact Information!

Simply make corrections to the mailing label on the back page of this brochure. **Mail** corrections to P.O. Box 413884, Kansas City, MO 64141-3884 or **fax** to 913-967-8849. We'll change our records for the very next update. Thanks!



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

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

1 **YES!** Please register me for the two-day, *Management & Leadership Skills for New Managers and Supervisors* seminar indicated in Section 5. 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 number is: _____

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

#1 Attendee's Name
Mr. _____
Ms. _____

Job Title _____ City Event # _____

Email (required): _____ Business
 Home

#2 Attendee's Name
Mr. _____
Ms. _____

Job Title _____ City Event # _____

Email (required): _____ Business
 Home

6 METHOD OF PAYMENT (Payment is due before the program.)
Please make checks payable to CareerTrack 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).

Total amount due: \$ _____

Check # _____ (payable to CareerTrack) 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.

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