

A CRASH COURSE FOR THE First-Time Manager or Supervisor



Effectively communicate,
delegate and manage
priorities to achieve
management success

Before you delegate your first job, schedule your first meeting or make your first move of any kind — get this training under your belt!

In just one day, you'll learn:

- How to get off to a good start — seven specific guidelines to help you earn respect right away
- Four necessary steps to reduce your staff members' resistance to change and motivate them to do more
- How to delegate work and ensure it's done right — without meddling
- The one key quality you can develop that determines your influence with others

Attend this one-day seminar and make your move into management smoother and more successful!

Enroll Today!



PHONE

1-800-556-3009



FAX

913-967-8849



ONLINE

www.careertrack.com



MAIL

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

**Also valuable for veteran supervisors.
Gain the skills you need — but maybe never received.**



EXPRESS CODE

910539

- Enroll Today
- careertrack.com

CAREERTRACK®

This course qualifies for CPE and PDC credits. See details on page 7.

Before you delegate your first job, make your first move of any kind —

You earned your supervisory position.

This seminar will help you make the most of it.

In your previous position, you did a great job. Yet, you're smart enough to know the skills that made you a great team player won't necessarily make you a great supervisor. For any new supervisor, training is key to success in this role.

- **It's not enough to *follow* directions ...**
now you must *give* directions about what gets done, when and by whom.
- **It's not enough that *your* projects are accurate and on time ...**
you have to help others keep *their* projects on track, and see that everyone works together.
- **It's not enough to focus only on *your* department ...**
suddenly you're a member of the management team. Your new peers will expect you to have a broader perspective, including *other* departments.
- **It's not enough to keep *yourself* motivated ...**
you have to be a coach, cheerleader and strong shoulder to people who have bad days, conflicts with each other and demands you might not be able to satisfy.

That's why you should attend this seminar — to help make your move into management smoother and more successful.

You'll use what you learn right away. If a tough people 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 team motivated, productive and on target.

In just one day, you'll learn:

- How to start producing positive results right away
- Ways to avoid the problems that sabotage many new supervisors
- How to get the unvarnished truth about a new employee's position and performance
- What it takes to get productivity from people who aren't used to you being the boss
- How to size up your supervisor — so you can give better support and get more backing in return
- How to increase your visibility and earn the respect your position deserves

schedule your first meeting or get this training under your belt!

Plus: You'll take home these essential "how to" supervisory tools

1. Leadership self-test:

Find out how you rate as a leader now — and how you can become more persuasive and powerful.

2. Employee motivation survey:

Get your employees to tell you what would increase their productivity.

3. Work-group assessment:

Determine your team's maturity, cohesion and stress levels — and adjust your leadership style accordingly.

4. Employee work-style assessment:

Pinpoint each team member's specific strengths and weaknesses.

5. Delegation self-assessment:

Could you benefit from delegating more? Discover what's holding you back.

Never been to one of our seminars?

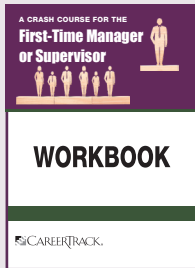
Here's the immediate payoff on your investment:

- You get a seminar created by our own staff of experts. Upwards of 600 hours of research, writing, editing, road testing and critiquing go into developing a comprehensive course like this one.
- You get the tops in trainers. Our faculty members receive the best training in the industry. At a CareerTrack seminar, you can always count on learning from knowledgeable experts who know how to teach.
- You'll take away valuable skills and insights you can apply immediately in your workplace.
- You'll enjoy yourself in a convenient and comfortable learning environment.
- And you have our assurance of complete satisfaction, backed by the best guarantee in the business.

FIRST-TIME MANA COURSE

A comprehensive workbook makes sure everything you learn goes home with you ...

Your tuition includes a detailed workbook covering the seminar's key points, freeing you to listen more and learn more.



Your workbook is filled with specific techniques, skills and ideas you'll use in making the move to your new position smoother and faster. After

the seminar, you'll turn to it time and again to recall key points, validate opinions and meet new challenges as they arise.

GUARANTEED RESULTS!

All of our seminars are **100% SATISFACTION GUARANTEED!**

We're confident this seminar will provide you with the tips and techniques you need to be successful as a supervisor. 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*.

The skills every new or prospective manager or supervisor needs to succeed

Learn to take charge of your job

- How to get off to a good start — seven specific guidelines to help you earn respect right away
- The first (and most serious) temptation new managers face — and how to resist it
- Self-learning goals that will get you up to speed fast
- What your boss wants (and doesn't want) from you
- The paperwork mountain: the two-step process to make sure you never miss a "must-read" document
- Important questions to ask during the first week at your new job
- Tips for supervising former peers — and current friends

Determine how to achieve results fast

- Bureaucracy-basher, expediter — and five more hats you'll wear as a manager
- How to assess:
 - **your people** so you can minimize their weaknesses and maximize their strengths
 - **your team** so you can adopt the appropriate leadership style
- Four necessary steps to reduce your staff members' resistance to change and motivate them to do more
- Leadership errors: how to recover when you make a mistake
- Six ways to achieve personal excellence as a leader

GER OR SUPERVISOR CONTENT

Discover ways to develop your employees

- What you should delegate — and what you must not
- How to delegate work and ensure it's done right — without meddling
- The delegation traps every manager must learn to avoid
- What motivates employees according to them (Many managers have it backward. Do you?)
- How to help your employees find more meaning in (and better connection to) their work
- Five proven motivators and rewards to help your employees succeed
- The basics of an effective performance evaluation
- The most common causes of unsatisfactory performance and how to help your employees overcome them
- Five critical factors in administering discipline, so you can correct behavior without destroying their motivation to change

Identify what's needed to build confidence and competence

- Management communication: skills for projecting authority and getting cooperation from your new staff
- The five most important ways people communicate
- How to recognize red flags of body language
- The one key quality you can develop that determines your influence with others
- The power of a positive mind-set: where it comes from, how to get it and how to keep it — no matter what's happening to you

Who should attend?

- Supervisors and managers with less than one year of experience
- Experienced supervisors with little or no formal supervisory training
- Aspiring and soon-to-be-promoted supervisors

Learn classic skills that will serve you well throughout your supervisory career ...

“Very insightful. The experience was encouraging and motivating. I’m very eager to apply what I’ve learned.”

Stephanie Burns
Customer Care Team Leader
The Netcor Group

“I hoped that this seminar would be different, and it was. I will be able to take what I know to a professional level.”

Rosanna B. London
Production Supervisor
L.C. Carbon

“Very informative. Gave me many new and good ideas.”

Melissa A. Gurule
Assistant Branch Manager
Century Bank

Choose CareerTrack consistently.
There is a difference.

CURIOUS but not convinced?

Consider this: In one fast-paced day, you'll gain an advantage that will continue to pay off for years to come, starting the very next day.

But if that's not incentive enough, here are three more compelling reasons to sign up:

1. You'll be among peers, free to learn without feeling pressured or judged.

Right from the start, you'll find your concerns are also the concerns of others in attendance. You'll be on common ground — free to voice concerns and share experiences without the fear of feeling clueless or posing “dumb” questions.

Together, you'll learn the strategies that can help you become a great supervisor, whether you're being groomed for a leadership position, have some experience but no formal training or fall somewhere in between.

2. You'll get your money's worth — and then some.

We won't waste your time. You can count on learning the latest supervision strategies, designed for today's organizations and work force. And you'll learn them all in one day. This course is designed to keep your attention every step of the way and make what you learn stick.

You'll probably be attending many more supervision seminars during the course of your career — we want you to remember ***A Crash Course for the First-Time Manager or Supervisor*** as the one that got you started off right.

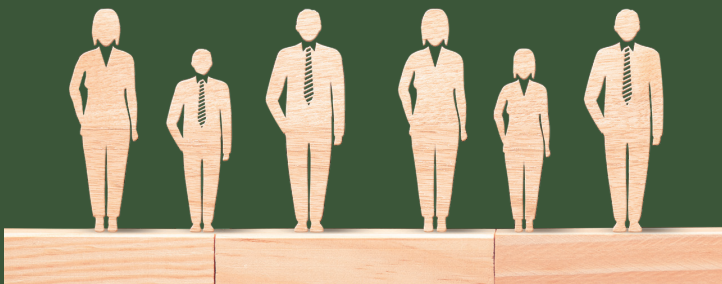
3. Your satisfaction is completely guaranteed — and that's that.

Don't look for any fine print in our guarantee; there isn't any. We want to be up front with you, and urge you to be the same with us.

If this program does its job and you're happy with it — we've succeeded. If not, let us know and you'll get a certificate for a free seminar or your money back — *hassle-free*.

A CRASH COURSE FOR THE

First-Time Manager or Supervisor



Enroll Today!

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 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 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.nasbregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

Professional Development Credits (PDCs)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 6 PDCs. For more information about certification or recertification, please visit shrmcertification.org.

Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE or PDC 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!

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**

A CRASH COURSE FOR THE First-Time Manager or Supervisor

*Effectively communicate, delegate and manage
priorities to achieve management success*

You'll discover how to:

- Take charge of your job and earn immediate respect from your employees
- Produce concrete, positive results right away
- Help your team members become top performers and stay motivated
- Build confidence, project authority and gain cooperation from your staff
- Avoid the problems that sabotage many new supervisors

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To update your contact information, see page 7.

Time-Sensitive Material

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<input type="checkbox"/> YES! Please register me for the one-day, A Crash Course for the First-Time Manager or Supervisor seminar indicated below. Group discounts available; see page 7 for details.			
1	SEMINAR	Seminar City: _____ Seminar Date: _____ City Event #: _____	
2	YOUR ORGANIZATION	Organization: _____ Address: _____ City: _____ St: _____ ZIP: _____ Tele: _____ Fax: _____ Approving Mgr's Name: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. _____ Job Title: _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Quick Confirmation Please <input type="checkbox"/> email or <input type="checkbox"/> fax my confirmation to me within 48 hours.	
3	WHO WILL BE ATTENDING	<input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ Email Address: _____ <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 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%; Honolulu 4.712%), 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>	

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

REGISTRATION FORM — A Crash Course for the First-Time Manager or Supervisor