The Exceptional Team Leader
Strategies to motivate and coach your team to success

Who should attend?
- Newly appointed leaders of any team
- Current team leaders with no previous training
- Leaders whose teams have stalled — or have never functioned as a true team
- Classic managers itching to learn team-specific skills (motivation, consensus building, team problem-solving, peacekeeping, goal setting and group dynamics)
- Team members themselves, especially those looking to move up into positions of leadership

Learn the skills rated “most critical” by veteran team leaders

Course content on pages 4 and 5
Plan now to attend this one-day seminar!

Express Enrollment!

events.careertrack.com

This course qualifies for CPE credits. See details on page 6.
Learn the skills ranked “most critical” by experienced team leaders

This seminar gets right down to business.
It’s a “here’s what to do and the best way to do it” crash course for new team leaders.

We designed this seminar with input from veteran team leaders at organizations across the country. You’ll explore the issues they believed were most critical in their own team development.

Critical skills like these …

● Getting off on the right foot with a new team
● Making sure team meetings are worthwhile — and not just time-wasting get-togethers
● Understanding the leader’s role when conflicts erupt or there’s fighting within your team
● Knowing how to invest your time and effort for the biggest payback
● Keeping your team members focused and enthused — especially in the early stages when everything is confusing

Their input was just what we hoped for; refreshingly honest. Revealing. Insightful. Even surprising at times

The upshot of all this is …

You get a program packed with the leadership training and insights you’ll need to guide your team through its infancy to full maturity as an effective work unit.

Bring your team and save both time and money ...

Attend together, and you and your team will be taking a giant step toward becoming a true team far faster than you imagined. After this seminar, you’ll speak the same language ... share common goals ... and support one another as you learn together. It just makes good sense — and it’s a sound investment all around — to attend with your team.
Skilled team leaders will be the organizational heroes of tomorrow ...

“The person who figures out how to harness the collective genius of his or her organization is going to blow the competition away.”

Walter Wriston
Former CEO of Citibank

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Will you benefit from attending this course?

- **Yes**, if you’re new to a team (or if a team is new to you)
- **Yes**, if you’re a team leader trapped in a manager’s mentality
- **Yes**, if you’re part of a team that’s going nowhere — and nobody seems to know why
- **Yes**, if you feel your leadership skills have hit a plateau or aren’t in tune with your team’s current needs
- **Yes**, if all this talk about leading teams vs. managing people has you curious about what you should be doing differently

No matter what kind of team you lead, plan now to attend this course. You’ll learn how to get the most out of your people — and discover what they expect from you in return.

You’ll gain the “how-to’s” that are essential in today’s team-oriented workplace ...

- **How to nurture team identity and commitment**
  Learn why the best teams invest so much time and energy on defining their purpose and mission.

- **How to develop trust and teamwork**
  Find out what it takes to get people who were put together to pull together.

- **How to help your team solve problems and make decisions**
  You’ll see how to step back gradually to allow your team to reach its own conclusions and map its own actions.

- **How to manage conflict and resolve differences**
  See why it’s so valuable to encourage open and honest debate — and how to do it without causing harm or creating enemies.

- **How to keep your team fresh and growing**
  Discover techniques that can motivate your team to take on bigger challenges and more responsibility as it matures.

- **How to capitalize on the freedom that a well-run team creates for its leader**
  You’ll see how becoming an effective leader lets you focus more of your time on the big issues facing your organization — and less on the day-to-day matters.
Course Content

Fostering team identity and commitment

You’ll learn creative ways to …

- Use performance challenges to build team loyalty and genuine “esprit de corps”
- Challenge people to go the extra mile — and to enjoy every step of it
- Create a collective purpose that encourages teammates to pull together through thick and thin
- Keep your team persevering despite setbacks or slowdowns
- Celebrate successes and strengthen team commitment

Working as a team — a teamleader’s tool kit

You’ll gain skills in facilitating, decision making, problem solving and encouraging accountability. Among the areas you’ll explore …

- How to know when you can comfortably transfer decision-making power to your team
- The seven essential steps to usher a team toward true consensus
- Three techniques to help you identify — and solve — the most pressing problems
- How to recognize the signs of “groupthink” — and prevent your team from falling into this trap
- The two best ways to ensure accountability — one formal, the other informal
- The eight critical skills of group facilitation

Building trust and teamwork

You’ll discover how to …

- Deal with the anxieties, doubts and self-questioning every new team goes through
- Rally your troops when they start to falter or tire of being a team
- Make sure workloads and responsibilities are equally shared
- Measure and monitor your team’s trust — in itself and in you

Never been to one of our seminars?

We go to great lengths to see that you get the most up-to-date training available.

Long before a CareerTrack seminar is declared customer ready, it undergoes our own rigorous quality-control check. We field-test it … critique it … and fine-tune it right down to the smallest detail.

So by the time one of our seminars gets to you, it’s good. Very good.

This seminar gives you the chance to learn team leadership skills thoroughly, quickly and conveniently — without spending a lot of time or money.

If you read it here, you’ll learn it there.

Each of the learning points described in this brochure will be addressed at this seminar.
Helping your team get through strife, gripes and group disagreements

Learn skills that enable you to …
- Understand the six main sources of team conflict
- Help your team draw dissension into the open — and deal with it honestly and productively
- Use a three-stage process to map your personal plan for changing team conflict into creative opportunities
- Rechannel the negative energy of arguments, differing opinions and opposing viewpoints into a positive team force
- Break deadlocks peacefully and productively
- Recognize when the time has come to step back from direct involvement and let your team settle its own differences

Growing your team

Learn strategies to help you …
- Capitalize on the individual skills of each team member
- Move your team toward more self-leadership and less dependence on you
- Teach and encourage innovative — even breakthrough — thinking

Making the move from team leader to big-picture strategist

Learn forward thinking skills that will enable you to …
- Build flexibility and adaptability in your team — key qualities of any successful group
- Take overdue action on “back-burnered” projects
- Foster a team-friendly workplace environment throughout your organization

Learn the skills that will help make leading your team more productive and personally rewarding than you ever expected.

Register Today! ● www.careertrack.com

A comprehensive course book makes sure everything you learn goes home with you …

Your tuition includes a convenient summary of the key points you’ll learn throughout the day.

It simplifies note taking … makes following along easy … and will serve as a trusted “memory jogger” if you ever need it later on.

Guaranteed Results!

All of our seminars are 100% SATISFACTION GUARANTEED! We’re confident that this seminar will provide you with tips and techniques to motivate and coach your team. 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.
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 that 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 CEUs 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 6 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.

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

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 913-967-8847. We’ll change our records for the very next update. Thanks!
IMPORTANT! Please fill in VIP number as it appears on the address label.

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Organization: ____________________________________________
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City: ____________________________ St: ____________ ZIP: ______
Tele: ____________________________ Fax: ____________________________
Approving Mgr’s Name: ____________ Job Title: ____________
Email Address: ____________________________ ☐ Business ☐ Home

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

#1 Attendee’s Name
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Job Title: ____________________________ Event #: ____________
Email Address: ____________________________ ☐ Business ☐ Home

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Mr. / Ms. ____________________________
Job Title: ____________________________ Event #: ____________
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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 (4.16%), South Dakota (6.5%), and West Virginia (6%).

Total amount due: $ ____________________________

☐ Check # ____________________________ (payable to CareerTrack) is enclosed.
☐ Bill my organization. Attn: ____________________________ is enclosed.
[Attach purchase order to completed registration form.]
☐ Charge to: ☐ AMEX ☐ DISCOVER ☐ MC ☐ VISA MD. ____________ YR. ____________

CARD NUMBER ____________________________ EXPIRATION DATE ____________________________

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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.

Enroll Today!

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Your VIP# is WINQ
The Exceptional Team Leader

In one fast-paced day, you'll gain the skills it takes to:

- Build trust and teamwork
- Foster team togetherness and commitment
- Facilitate problem solving and decision making
- Settle differences quickly and move forward
- Keep your team fresh and growing
- Enhance your own career as a “big picture” thinker and strategist

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