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

How to Supervise People

Required skills every leader must have

You'll be able to:

- Unify employees into a smooth-running, productive team, despite differences in personality, background and age.
- Find the delicate balance necessary to effectively oversee friends and former peers.
- Create a positive environment where everyone can succeed.
- Identify difficult employees and handle them easily, appropriately and swiftly.
- Harness technology to facilitate better communication and performance.
- Give constructive criticism that won't be taken personally — by even the most sensitive employee.
- Originate project plans and set goals that your team will support.
- Control absenteeism and tardiness.
- Develop a keen sense of timing for taking corrective action or firing an employee — and know the legal implications of your decisions.
- Best of all, gain confidence and win the respect of your boss, peers and team members.



EXPRESS CODE

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FRED PRYOR
SEMINARS

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

What is Your Role?

As a manager, you're the one in charge, but you know all too well your job description doesn't even begin to cover the many roles you actually fill. In today's world, managers and their teams have more complex relationships than ever before. A manager must be a friend, coach, boss and mediator. You're responsible for:

- Delegating
- Motivating and praising
- Delivering criticism and discipline
- Working under pressure
- Meeting tight deadlines
- Training new employees
- Organizing people, projects and schedules

Again and again, day after day

Regardless of your experience, you can always benefit from new ideas and skills that will keep you at your peak performance. *How to Supervise People* is a one-day seminar power-packed with solid skills to help you maximize your role as a manager and fresh ideas to motivate you and your team.

"This seminar presented new strategies to maximize employee performance for results."

Carol Harris
Director, Administrative/Labor Relations
MTA New York City Transit

"I was very impressed at the depth of subject content at this seminar; it was much more than I had expected!"

Richard Land
Area Sales Manager
Norwest Mortgage, Inc.

"Very refreshing ideas that I feel I can incorporate in my supervisory role as soon as I get back to work."

Shari Zwiebel
Clinic Manager
Torrington Medical Group

"Provided excellent overview of what is truly a life-long learning topic. Offered many positive insights and tips."

Joe Isaacs
Vice President
American Hospital Association

You'll receive a comprehensive workbook that will serve as a dependable reference and refresher long after you've attended the seminar.

This valuable workbook contains:

- Indispensable planning and coaching checklists
- A listening awareness self-test
- The "Ideas-for-Action" plan
- The Employee Commitment Assessment
- The Practical Planning Checklist
- Charts, guidelines and other checklists to help you continue to draw on the information you learn at this content-rich seminar

A Note
From Our
Leader,
Fred Pryor

Dear Business Associate:

I'm not going to tell you just because we're in the training business we never have leadership problems. We're all human, and that makes us subject to a variety of behaviors.

For much of my life, I have managed others, and I can relate to what you must contend with as a leader today. It's one of the most challenging positions in an organization, and yet, in my opinion, it's the most rewarding.

Managing a happy and productive staff who work together smoothly to complete projects is not just a dream. It can be a reality for you — if you know the best way to handle the details.

We've made sure *How to Supervise People* gives you exactly what you need to be a cutting-edge manager. This is not Supervision 101 — instead, it's an enlightening, revitalizing and thoroughly enjoyable course to experience! We take great care to develop and present our seminars to provide critical, career-boosting information in a format that will interest and motivate you.

Sincerely,



Fred Pryor, Founder

P.S. I hope you can attend *How to Supervise People*. Remember, I personally guarantee your satisfaction. Put the techniques you learn in this seminar to work, and if you don't agree they help you significantly, we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*. That's how confident we are about the quality of *How to Supervise People*.

**How to
Supervise
People**

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What You Will Learn:

This seminar will provide the spark you need to ignite a positive, productive day every day.

Overcome the early obstacles.

Successful managers recognize early on certain challenges will come up. How you choose to deal with them will have a critical effect on your relationship with your team. Such challenges include:

- Leading friends, while maintaining performance
- Leading older, experienced employees or younger, inexperienced ones
- Controlling technology to communicate with workers and clients
- Steering clear of common management traps
- Managing your time and stress so that you can put in your best effort

Get the work out. Good, well-respected managers are able to give orders and instructions that are easily understood and readily accepted. You can acquire this skill by:

- Creating a basic work plan
- Learning smart ways to set goals and assess productivity
- Making job assignments stick—and work
- Using listening skills to your advantage
- Mastering the challenges of a flex workplace

Create a positive environment. Employees want to work for a manager who respects their contributions and supports their goals. Create the type of workplaces that will inspire their best work by:

- Getting the most out of a diverse work team
- Helping employees see meaning in their work
- Supporting career development
- Adapting communication styles for today's work world
- Dealing with negative attitudes

Handle performance problems.

Top managers regularly assess employee performance and make changes when needed. What you will learn:

- Holding employees accountable for their performance
- Giving feedback that encourages employees to achieve their best
- Controlling absenteeism and tardiness
- Taking legal disciplinary action when needed

How to Supervise People

10 Tips You'll Take Home

1. How to provide meaningful praise.
2. The best way to improve the productivity of a worker who is upset by a past criticism.
3. What you can do to enhance your communication skills for first-rate effectiveness.
4. How new managers can make the transition and take charge smoothly.
5. How to feel comfortable leading friends and former peers.
6. The secret to keeping top performers at their maximum level without burning out.
7. How to get others to believe in your organization and view it as more than just a place to work.
8. How to increase departmental planning and decrease your hassles through scheduling.
9. The key to solving tough people problems and stimulating others to do their share.
10. How to become more organized and productive and, in turn, reduce your stress.

More benefits for you when you attend How to Supervise People

- Discover six ways to discipline and obtain positive results.
- Gain 10 good habits to help improve your listening skills.
- Learn four effective methods for giving clear-cut instructions.
- Identify the five most common traps encountered by new managers and find out how to steer clear of them.

Leaders Who Will Benefit from this Seminar:

New Managers

You have the title. Now be sure you've got the skills to back it up and surpass the expectations of your boss. Learn the right skills before you adopt the wrong ones.

Senior Managers

You haven't received any leadership training in quite some time, and you want to brush up on your skills. Take with you the latest techniques in managing that reflect today's work attitudes.

Mid-Level Managers

You certainly are not new to leading, but you're not quite where you want to be, either. Impress your coworkers and boss with a style that may become the benchmark for success in your organization.

"Non-Managers"

You are not considered a manager and you don't have the title — yet you are often called upon to manage others. Gain the leading edge in how to manage by taking this course. Whether or not you move on to an official leadership position, you'll streamline your work with the valuable ideas you'll learn.

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Enroll for Leadership Success

Wouldn't you like to:

- give instructions that are clearly understood?
- coach new employees successfully?
- know when and what to delegate and stop worrying about the results?
- be able to assess yourself and others for maximum team-building?
- produce more in less time?
- feel less stress from the many demands placed on a manager?
- enjoy your job more?

Then *How to Supervise People* is for you!

10 million

satisfied customers can't be wrong.

Fred Pryor Seminars, founded in 1970, is the oldest one-day seminar company in the United States. Through the years, we've provided useful topics in an interesting and informative format for working people in all walks of life. We take great care to make our programs top-notch for you and to put you on the path to success.

How to Supervise People

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What attending *How to Supervise People* will do:

You won't be the only one who enjoys the benefits of your enhanced leadership skills. Everyone at your organization will benefit — your manager, your team and everyone else who profits from the stronger leadership, improved productivity and fresh insight you'll bring to the workplace.

- You'll move to the career track of success and become a more valuable employee — the kind of leader high-paying organizations want.
- You'll gain increased confidence about your own role as a manager while reducing the stress and negative aspects of your job.
- You'll take home reference information you can use again and again.

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.

Compare Course Content

Look closely at the key learning points on pages 4 and 5. Compare it to any other course — you'll see we cover all of the essential elements of managing in one fast-paced, well-designed day.

Consider Practical Benefits

Examine the direct, hands-on benefits you'll gain from this course. You'll see we are committed to delivering a full range of powerful tools you can benefit from every day.

Notice the Tuition Cost

We believe in quality training at a price that's affordable for you. This seminar will pay for itself almost immediately. Maximize your results and send your entire team at a discounted rate.

Think About Time and Convenience Factors

We ensure you can attend at your convenience — we bring the seminar to an area near you, saving you the hassle, inconvenience and expense of travel. And one intensive day is all you need to invest.

Consider the Value of Excellent Reference Materials

You'll receive a free comprehensive workbook filled with charts, lists and other indispensable materials that will serve as a handy on-the-job reference.

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.pryor.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 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 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.pryor.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 pryor.com/onsite or call us at 1-800-944-8503

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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 successfully supervise people. 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*.

How to Supervise People

Required skills every leader must have

- Mesh people with diverse attitudes, backgrounds and styles into solid teams.
- Feel better about your role as a leader and gain a new feeling of confidence.
- Overcome the discomfort of becoming the boss of a former peer.
- Delegate the right way for total effectiveness.

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YES! I want to be at my peak performance as a manager. Enroll me today! Group discounts available; see page 7 for details.

SEMINAR Seminar City: _____
1 Seminar Date: _____ Event #: _____

YOUR ORGANIZATION Organization: _____
Address: _____
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Approving Mgr's Name: Mr. _____
 Ms. _____
Job Title: _____
Email Address: _____ Business Home
 Quick Confirmation Please email or fax my confirmation to me within 48 hours.

WHO WILL BE ATTENDING Mr. _____
 Ms. _____
3 Job Title: _____
Email Address: _____ Business Home
 Mr. _____
 Ms. _____
Job Title: _____
Email Address: _____ Business Home
Please list additional names on a separate sheet.

METHOD OF PAYMENT **4** **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 (4.16%), South Dakota (6.5%) and West Virginia (6%).
Please check one of the following:
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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.

REGISTRATION FORM - How to Supervise People