

LEADERSHIP TRAINING SERIES

All workshops held at Rhodes State College, Lima, OH
on **Thursdays 8am-noon**

HABITS OF HIGHLY EFFECTIVE TEAMS (BASED ON COVEY'S 7 HABITS)

9.19.13 OR 9.26.13

Review the key elements of Stephen Covey's Seven Habits of Highly Effective People and apply them to supporting team performance and collaborative effort; Apply the "habits" to critical supervisory functions; and create a personal "habits" development profile to support this type of work culture.

PERFORMANCE MANAGEMENT: PRINCIPLES AND PRACTICES FOR PLANNING AND CONTROL

10.17.13 OR 10.24.13

Learn how performance "happens" whether this is intentional or accidental; Learn how to counter the 4 reasons employees give for not performing as expected; and explore the key interventions at critical points in the performance management cycle.

MANAGING THE SERVICE DELIVERY PROCESS

11.14.13 OR 11.21.13

We'll identify ways to positively impact internal customer satisfaction and look for opportunities to overcome barriers, frustrations and problems that lead to disengaged and dispirited employees who are either incapable of or unwilling to take actions to deliver your company's value promise.

MANAGING IN THE MIDDLE OF THE MUDDLE

1.16.14 OR 1.23.14

The "muddle" is when you find yourself trapped between conflicting and often competing expectations and demands. Learn how to find balance, maintain perspective and stay sane when surrounded by insanity; and discover ways to gain more authority, take initiative more safely and increase your meaningful contributions to the company's success.

PROJECT MANAGEMENT: TASK AND PEOPLE ISSUES

2.20.14 OR 2.27.14

Identify key thinking, planning and interpersonal factors for successfully managing (or participating in) a project; Review the stages of and critical decisions involved in typical projects; Learn about interpersonal issues that arise; and identify how to overcome system and process boundaries/barriers.

CREATING THE EMPOWERED (& EMPOWERING) WORKPLACE

3.20.14 OR 3.27.14

Supervisors cannot empower employees. Empowerment is a choice. We'll examine ways to create an empowering work environment, assist others in taking responsibility for their actions and encourage them to exhibit initiative to improve.

NEGOTIATION SKILLS: GETTING TO "YES" (WORKING AROUND "NO")

4.17.14 OR 4.24.14

This module introduces a widely accepted negotiation framework stressing productive collaboration and offering a variety of specific strategies to use when involved in typical business negotiations.

MANAGING THE UNKNOWNABLE: THINKING IN THE "FUTURE TENSE"

5.15.14 OR 5.22.14

Explore how you and your staff can use several practical, simple methods to learn from the future and then support better planning and decision making. Examine critical trends, benchmarking methods and methods of "future building".



*This 2013-2014 Leadership Training Series is
sponsored by Husky Energy*

REGISTRATION

Preregistration is required. Workshops subject to cancellation if minimum enrollment not met

Name: _____

Company: _____

Home Company Address or Box #: _____

City, State and Zip Code: _____

County of Residence: _____

Work Phone #: _____

Home or Cell Phone #: _____

Email Address: _____

CHECK WORKSHOP(S) TO ATTEND:

Habits of Highly Effective Teams

Sept. 19 (#L2137A) Sept. 26 (#L2137B)

Performance Management

Oct. 17 (#L2138A) Oct. 24 (#L2138B)

Managing Service Delivery Process

Nov. 14 (#L2139A) Nov. 21 (#L2139B)

Middle of the Muddle

Jan. 16 (#L2140A) Jan. 23 (#L2140B)

Project Management

Feb. 20 (#L2141A) Feb. 27 (#L2141B)

Empowered Workplace

March 20 (#L2142A) March 27 (#L2142B)

Negotiation Skills

April 17 (#L2143A) April 24 (#L2143B)

Managing the Unknowable

May 15 (#L2144A) May 22 (#L2144B)

PAYMENT INFORMATION

Full payment of fees is appreciated before workshop start date.

Total payment due: _____

Check Enclosed (payable to Rhodes State College)

Purchase Order #: _____

(Or attach PO to registration form) Please read our invoicing policy

Credit Card: VISA MasterCard Discover Card

Name as it appears on card: _____

Card Number: _____

Expiration Date: _____ 3-digit security code: _____

Credit cards are not processed until just before listed class date.

REGISTRATION FEE

All prices listed include training materials and refreshments
All prices listed are per person, per workshop

\$120 non-WCOMC members

\$110 WCOMC members

\$104* Multiple-registrant Discount

\$100** Early Bird Discount

*Multiple-registrant discounts apply only when 3 or more participants are registered at the same time, for the same workshop and from the same company.

**Early Bird registrations must be received no later than 2 weeks (14 calendar days) before the workshop start date.

REGISTRATION FORM

MAIL: Solutions, etc..., Rhodes State College,
4240 Campus Drive, Lima OH 45804 - Checks payable
to Rhodes State College

FAX: (419) 995-8096

PHONE: (419) 995-8406 (8:30am to 4pm, weekdays)

EMAIL: Sybert.A@RhodesState.edu

REFUND, INVOICING & CANCELLATION POLICIES

- You can withdraw from a workshop up to 3 days before its start date. A \$15 fee applies to any such cancellation.
- You will be charged 50% of the fee paid for cancellation within 3 days of respective start date.
- No refunds are issued for no-shows. Substitutions are welcome.
- A \$5 service charge will be added in any instance Solutions, etc... invoices for payment of fees.
- A \$25 late payment charge will be imposed for non-payment of an invoice within the payment terms given on the invoice. Typical payment terms are net 30 days.

