



TRAINING SOLUTIONS

LEADERSHIP & MANAGEMENT PROGRAMS

Seminars & Certificate Programs
2009, Springfield, Missouri

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Discover the Benefits of MDI Training:

- **Gain** an in-depth understanding of issues impacting your organization and the confidence to handle any situation.
- **Discover** best practices and critical strategies to improve job performance, productivity and ensure organizational compliance.
- **Exchange** ideas and discuss practical solutions to workplace challenges with your colleagues from a variety of industries.
- **Acquire** new and different business insights to enhance your competitive advantage.



Management Certificate

A manager typically has responsibilities beyond that of supervising people such as planning, budgeting and functional team responsibilities. You need to be cross-trained in a variety of functional areas to interact with virtually all facets of the organization. The Management Certificate program strengthens a manager's leadership ability to build strong employee relationships which in turn, leads to organizational effectiveness with higher levels of productivity and profits.

- Sharpen your analytical & decision-making skills
- Understand the latest processes in crucial management areas
- Develop confidence in your ability to direct & negotiate through change & innovation
- Valuable tools & techniques to effectively reach the goals of your organization

Management Certificate Requirements:

To complete the Management Certificate, participants must attend the core course, The Effective Leader/Manager plus a combination of seminar electives to equal a minimum of 56 contact hours.

The Effective Leader/Manager does not have to be taken first. View additional information and the Certificate application at www.mdi.missouristate.edu.

CERTIFICATE CORE COURSE
The Effective Leader/Manager
MANAGEMENT ELECTIVES: ONE-DAY OR TWO-DAY SEMINARS
Coaching & Mentoring to Accelerate Potential
Finance Simplified
Successful Project Management (2 days)
Thriving in Change
Negotiation: The Winning Formula
Situational Leadership®
Making Presentations with Confidence, Clarity & Impact
Decision Making: Achieving Successful Results
Elective: You may also choose any 1 MDI offering to apply toward certificate completion

Who Should Attend?

New department managers, technical, engineering, and sales professionals who are moving into management positions. Experienced managers with on-the-job experience who want a formal training program as well as supervisors who will be advancing to the mid-management level.

General Information about MDI Seminars

Our Approach

- In MDI seminars, you will learn practical tools and techniques that apply directly to work related issues.
- We give you practical work examples of "how to" apply the information.
- Seminar leaders have extensive business backgrounds that allow them to relate and deal with real work experiences.
- MDI seminars are not a prepackaged one-size-fits-all. The material is continually updated and instructors can adapt to the needs of the participant.

Our Method

- MDI seminars are hands-on, allowing for interactive learning through questions and participation in learning exercises.
- Attendance is limited to ensure maximum participation, feedback and personal attention.
- MDI is committed to giving you the highest level of personal service to make your entire training experience a rewarding and enjoyable experience.

What You Will Receive

- A comprehensive seminar workbook will be provided to serve as a reference manual back on the job.
- Morning and afternoon refreshment breaks at our public workshops.
- A certificate of completion.
- MDI serves as a resource even after your training.

What Happens After You Register?

Once your registration has been processed, you will receive a letter confirming the location, map and parking information. If needed, we can provide you with hotel accommodation information.

MDI Master Instructors

As an MDI participant, you are guaranteed the highest level learning experience. Our instructors have trained over 20,000 HR, management and supervisory personnel both nationally and internationally. Using dynamic, interactive techniques allows for maximum participation by adult learners.

Bring Employee Development Training To Your Organization

MDI provides training when and where you need it for employees at all levels in your organization. MDI is committed to excellence in providing training that is cost effective, relevant and directly applies to work related issues. The goal of MDI training programs is to increase employees skills, change behavior and as a result, improve their effectiveness and productivity.

Why Partner with MDI?

- Access to industry and content experts
- Application oriented learning that revitalizes current processes
- Solutions to meet your company's objectives and enhance business performance
- On-site programs can be cost effective
- Part of an established University that will serve as a resource after the training
- Flexible and easy to work with

MDI will work with your organization to provide one course session or a comprehensive certificate program that will meet your specific employee development goals and objectives.

Call to discover how one of the Management Development Institute's employee development programs can help your organization reach its fullest potential. You can reach MDI at 417.836.5667 or 1.800.733.3203 or email at mdi@missouristate.edu.

Other MDI Certificate Programs...

*Human Resources
Supervision
Administrative Excellence
Certified Public Manager
Professional Purchasing
Lean Six Sigma*



Effective Business Writing (NEW ½ day)

March 17th, 2009 \$99

Times: 8:30 a.m. – 12:30 p.m.

Writing clearly, persuasively and with power are keys to your professional effectiveness. Well-written documents sell ideas, influence decisions and stimulate action. Quality letters, reports and memos leave a lasting impression of you, your competence, your attitude, your professionalism and your organization.

Key Information

- Basic business grammar
- Rules of style and etiquette
- Communicating positive intent
- Email or hardcopy
- Most effective structures for: memos, customer letters, employee correspondence & email

In this class you will learn methods that will help you write clearly and concisely for maximum impact and effect. Also gain foolproof rules for correct grammar and etiquette.

Legal Issues Impacting The Workplace

**March 24th, 2009 or
September 30th, 2009 \$189**

You will receive a broad overview of federal and state laws that have a day-to-day impact on human resources decisions and actions in the area of employment. Laws are explained in layman's terms and no prior knowledge of the legal system is necessary. One purpose of this seminar is to assist HR personnel in navigating current employment law in order to avoid costly mistakes.

JOB ATTACK POWER

Check Web for Dates

Social Intelligence NEW

March 31st, 2009

The newest of the multiple intelligences, and akin to Emotional Intelligence, Social Intelligence (SI) can help you select and train team members that can work well with others, within the social context of the work environment, as well as convince others to cooperate with them. Everyone in the workplace needs to exert leadership in some form or another. One of the key aspects of an effective leader is the ability to develop, communicate and create a shared sense of vision – in other words, get everybody on board. SI hones your “social radar” to help you become more aware of the feelings, needs and interest of others. This understanding can lead to improve communications and more positive working relationships.

“More people have lost jobs, friends, and mates as a result of social incompetence than for any other reason.” (Karl Albrecht – developer of the SAPCE model for SI)

So, join us in this workshop to hone our “social radar” and develop a set of practical skills for interacting successfully in various situations.

Management Certificate Springfield, Missouri

To earn the Management Certificate, attend the core course, plus 7 additional one-day seminar electives. The Project Management course counts as 2 days. The core course does not have to be taken first. View certificate flyer at www.mdi.missouristate.edu.

CERTIFICATE CORE COURSE
The Effective Leader/Manager
MANAGEMENT ELECTIVES: ONE-DAY OR TWO-DAY SEMINARS
Coaching & Mentoring to Accelerate Potential
Finance Simplified
Successful Project Management (2 days)
Thriving in Change
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Elective: You may also choose any 1 MDI offering to apply toward certificate completion
ADDITIONAL MANAGEMENT PROGRAMS
Mini MBA
Leadership Challenge & Personal Coaching

SEMINAR INFORMATION FOR SPRINGFIELD, MO

Times: 8:30 A.M. – 4:30 P.M.

Fee: \$195 per seminar, unless otherwise noted. Fee includes all materials and refreshment breaks.

Location: MDI Training Facility, Glass Hall, Missouri State University

Once your registration has been processed, you will receive a letter confirming the exact location, directions and parking information. *Free front door parking!*



Situational Leadership®

April 21st, 2009

It is important for leaders to know how to effectively develop others. Success depends on your ability to determine if your worker is ready to take on that responsibility and second, what level of skill they currently own, and third what specifically they need from you to be successful. This course is based on the three Situational Leadership® steps that enable people to take responsibility and initiative. To be effective, leaders need to adapt their styles to fit a broad range of individual and team situations. In this one day session you will learn how you can do it effectively.

Key Information

Influence The Performance Of Others

- Learn to determine readiness levels
- Distinguish between the unable vs the unwilling
- Discover how to diagnose performance levels in every situation

Goals: Assessing Criteria For Performance

- Become task specific
- Learn to clarify between follower needs and follower wants
- Observe what body language is telling you about performance

Behavior Skills: Leadership Behavior

- Practice matching your style with the follower's style
- Learn the simple questioning process to diagnose performance gaps
- Learn when and how to delegate to get the best results

LEAD Instrument Assessment

- Are you telling too much? Learn to identify when telling can backfire.
- Assess your various styles and when you should use a particular style

What You Will Learn:

- Apply a step-by-step formula for successful interaction
- Improve the loyalty and dedication of your employees
- Increase your ability to delegate effectively
- Identify problems and how to address appropriately
- Build the skills and confidence of your staff to new levels of performance

Decision Making: Achieving Successful Solutions

May 13th, 2009

All of us solve problems and make decisions every day. Usually, we make little decisions that are common to our lives and as a result do so without much thought. However, when the problems get larger and are outside the scope of our understanding, they can appear to be insurmountable.

Learn the key elements of problem solving; expanding your thinking, gathering more information, and organizing your thoughts, evaluating alternatives and making a decision.

Key Information

Explore The Factors That Affect Our Ability To Reason Effectively

- Get behind your thinking and draw out your assumptions and hidden beliefs
- Learn how to analyze situations and apply the appropriate decision-making process
- Explore the three kinds of decisions that confront supervisors on the job

Identify Specific Techniques For Improving Your Problem Solving

- Learn how to create new, collective viewpoints from the input of others
- Learn the four rules for participatory decision making
- Apply group problem solving techniques in hands-on exercises

Explore Better Ways Of Asking Questions

- Learn how asking questions can help uncover the real problem
- The right questions keep our thinking open and flexible
- Identify common mistakes in problem solving and how to avoid them

What You Will Learn

- What factors affect our ability to think effectively?
- How assumptions can affect your reasoning process
- How to define a problem effectively
- An effective way of asking questions
- Arrive at quality decisions

Making Presentations with Confidence, Clarity & Impact

June 4th, 2009

"Life is a series of presentations" says presentation guru Tony Jeary. Still, for many professionals, giving a presentation can be the most challenging of ordeals. Presentations are made hundreds of times a week for virtually every person whether it be in person, on the phone or web, planned or impromptu. Learn to present ideas with clarity, conviction, congruence, energy, "sizzle" and professionalism with this seminar.

Key Information

Who is My Audience?

- The basics of profiling your audience to understand their needs

What are My Core Messages?

- Keys to articulating your core messages – clearly and concisely
- Using your Core Messages as the guide for your presentation's form
- Using your Core Messages to organize a solid opening, content-rich middle and a strong close

Why This Message is Important

- How to test your presentation for relevance and power
- How to arrange seating and deal with frequent and common "uncontrollables" in room set-up
- How long do I have and how will I organize to time constraints?
- What comes before and after me in the agenda?
- Determining "flex" if the timing or agenda change.

How To Build in Interaction to Drive Key Points

- Secrets of effective facilitation of Q&A, difficult situations and challenging participants
- Keeping interest up and "yawns" down – maintaining interest to drive outcomes and enhance retention.
- The dangers and opportunities of using stories, anecdotes, metaphors, props
- Creating visual aids and hand-outs that enhance your presentation (not upstage it or drown it out)

How will I play to my strengths?

- Using words, tone, gestures, eye contact and body language in ways that empower your own natural strengths and style
- Getting your butterflies to fly in formation
- Key techniques to calm your "jitters" and have some fun!

Mini MBA NEW FORMAT

March 25th, April 8th, 22nd,

May 6th, 20th 2009

Every manager must balance unprecedented demands on resources, tackle tough decisions, adjust and readjust priorities while keeping one eye on the short-term and the other on long-term survival—a tough job without a continuing flow of new ideas and knowledge. Why not make an investment in your future and your company's success by participating in the Mini MBA?

You'll gain confidence, vigor and different perspectives about your business activities, both from your instructors and peers. All you have to do is begin—the ten weeks will fly by and the rewards will be great!

Key Information

- Strategy
- Leadership
- Finance
- Operations
- Organizational Essentials

Who Will Benefit

New and seasoned managers/directors who wish to update current business theory and practice.

Times: 8:30 A.M. – 4:30 P.M.

Cost: \$995 entire 10 sessions

Includes extensive reference materials

Includes: Extensive Reference. Receive a framed certificate from the College of Business Administration upon completion of at least 9 of the 10 sessions. Materials and computer simulation

The Effective Leader/Manager (Management Certificate Core Course)

September 24th, 2009

Increasingly, organizations are realizing the need for leadership at all levels. Because people prefer to be led, instead of managed, managers need to develop as leaders to be highly competent in all the functional areas of management. Learn the impressive body of knowledge regarding leadership, and the skills and techniques of an effective leader. This is the core course for the Management Certificate.

Key Information

This course is designed around the **Management Competency Model** based on *The Leadership Challenge* model by **Kouzes and Posner**. The *Leadership Challenge Workbook* is included as a part of the course materials. The *Workbook* provides additional exercises for you to apply when you return to work.

Model the Way

- Find your voice by clarifying your personal values
- Set the example by aligning actions with shared values
- Improving Communication (written, verbal, electronic)

Inspire a Shared Vision

- Envision the Future by imagining exciting enabling possibilities
- Enlist others in a common vision by appealing to shared aspirations

Challenge the Process

- Search for opportunities by seeking innovative ways to change, grow and improve
- Experiment and take risks by constantly generating small wins and learning from mistakes

Enable Others to Act

- Foster collaboration by promoting cooperative goals and building trust
- Strengthen others by sharing power and discretion
- Building Collaboration/Delegation/Trust

Encouraging the Heart

- Recognize contributions by showing appreciation for individual excellence
- Celebrate the values and victories by creating a spirit of community

Coaching & Mentoring to Accelerate Potential

October 6th, 2009 \$189

Coaching can close the gap between acceptable and superior performance. Attend this seminar to learn the skills that professional coaches use to cultivate responsibility, innovation, energy, and commitment. This seminar will equip you with coaching and mentoring methods that will transform a team or individual to new heights of improved performance. In addition, you also will learn how to deal with confronting problem employees.

Key Information

Creating a Climate for Success

- Improve performance through training and coaching
- How to develop coaching and mentoring relationships
- Building self-esteem
- Teaching others to lead
- Coaching as a two-way process

How to Be a Championship Coach

- Strategies for increasing employee commitment
- Involve employees in decision making
- Reinforce learning on the job
- The challenges and criticisms involved in coaching
- Tapping into employees' individual strengths
- Coaching versus mentoring

"Enjoy the Journey" Of Coaching

- Learn to spot the "coachable" moments – golden opportunities
- Increase job satisfaction and work output
- Inform, delegate, and motivate to achieve your objectives
- Learn how to get valuable feedback from our team



Finance Simplified November 17th, 2009

This seminar will help you understand the terminology of financial statements, gain confidence in interacting with others on your management team, and improve your decision-making ability. Learn to analyze and understand financial information and how to use this information to your advantage.

Course Objectives:

- To understand accounting and financial language
- To understand the role and importance of finance in the organizational structure
- To develop, read and interpret financial statements

Key Information

Accounting Basics

1. Define Accounting
2. Accounting Equations
 - Assets = Liabilities + Equity
3. Elements of the Accounting equation
 - Assets, Liabilities, Equity, Income Expenses

The Basic Financial Statements

1. Income statement, balance sheet and statement of cash flows
 - Interrelationships among the statements
 - Understand how various transactions affect these statements
2. Build a company balance sheet
3. Complete one accounting cycle

Financial Statement Analysis

1. Performing Financial Ratios
 - Profitability Ratios
 - Asset Utilization Ratios
 - Liquidity Ratios
 - Debit Utilizations Ratios

Management Of Business Performance

1. Management Applications
 - Managing
 - Controlling
 - Decision making
 - External reporting

Benefits Of Attending:

- Become more valuable to your organization by gaining skills in financial management
- Understand the terminology and methods of our company's financial managers and consultants
- Gain the confidence needed to interact more effectively with others on your team
- Improve your decision-making abilities by utilizing information in financial statements

Thriving in Change November 30th, 2009

Change in the workplace has become a way of life. Mergers, takeovers, layoffs, deregulation, downsizing new technology and increased competition are daily occurrences.

As a manager and leader, you are challenged to maintain performance under chaotic conditions. Your workforce can become confused, resistant and disheartened. Many companies have discovered that although they have moved the desks, they haven't moved the hearts of the employees who work there. When this happens, resistance and lack of productivity among the workforce frustrate management. This seminar provides strategies, skills and tools that will help managers through the wilderness of change.

Session Topics:

Individual response to change

- Learn what is causing change
- Discuss the 4 phases of change
- Understand "Communication Richness"
- Learn the "Givens," "Negotiables," and "Controllables" to managing change

Leading Change

- Understand the roles of management and leadership
- Distinguish the differences between a mission statement and a vision
- Understand the importance of the leadership pyramid as it relates to values in your company
- Learn the objectives of strategies

How to drive change

- Learn how to decrease the fear of change
- Learn how to plan a change and the transition within your company
- Understand when to establish a shared vision
- Decipher between the roles and responsibilities of key players

Tools of the trade

- Discuss where people are today regarding change
- Learn the five new (and improved) work rules
- Discover the truth about change today

Leadership Challenge® & Personal Coaching



This excellent leadership program is based on the book and leadership model by Kouzes and Posner and utilizes three **Personal Coaching** sessions to review the five areas for professional development by applying the Leadership Challenge® techniques to your workplace. Personal coaching is becoming more widely used for supporting managers. The one-on-one coaching can sharpen the skills of managers by providing an unbiased and objective sounding board.

DAY 1

LPI - Leadership Practices Inventory

- Personal assessment
- Understand your leadership style

Model the Way

- Set the example by aligning actions with shared values
- Improving Communication (written, verbal, electronic, web, PR)

Personal Coaching Follow-up Session

DAY 2 (scheduled after 30 days)

Inspire a Shared Vision

- Envision the future with exciting possibilities
- Enlist others in a common vision by appealing to shared aspirations

Challenge the Process

- Search for opportunities by seeking innovative ways to change, grow and improve
- Experiment and take risks by constantly generating small wins and learning from mistakes

Personal Coaching Follow-up Session

DAY 3 (scheduled after 30 days)

Enable Others to Act

- Foster collaboration by promoting cooperative goals and building trust
- Strengthen others by sharing power and discretion
- Building Collaboration/Delegation/Trust

Encouraging the Heart

- Recognize contributions by showing appreciation for individual excellence
- Celebrate the values and victories by creating a spirit of community

Personal Coaching Follow-up Session

This is an ideal program to offer for a group of employees at your organization. The synergy emerges as everyone works in alignment with the organization's overall business goals.

Actionable Learning

These professional development opportunities translate into **sustainable results** for your organization.

Successful Project Management

December 15th – 16th, 2009

Fee \$395

Managers are constantly called upon to manage projects or to be part of a project team. The effective management of projects—completion within a deadline and a budget, subject to performance criteria—is the cornerstone for business success. All projects are undertaken to achieve specific results.

Successful project management can be applied to developing new products or changing to new systems, creating a customized product for a customer, improving a production process or shortening a development cycle, implementing a marketing campaign or moving to a new location.

DAY 1

What is a “Project”? What is a “successful” project?

Why do projects fail?

The Project Lifecycle

- Initiation
- Planning
- Execution
- Closeout

The Triple Constraints to Projects—Scope, Time, Cost Project Management Processes and Practices

- Scope, Time, Cost, Quality Management
- Risk management
- Communications management

Managing the Scope

- Defining the objectives of the project
- Defining the work to be done
- Work Breakdown Structure
- Managing scope changes

Managing Project Time

- Estimating duration of project tasks
- Building a resource matrix
- CPM & PERT
- Controlling the project schedule

Managing Project Cost

- Estimating time to complete project tasks
- Resource loading and leveling
- Controlling project costs



DAY 2

Managing Project Quality

- Project specifications
- Quality assurance and control

Managing Risk Management

- Risk identification
- Planning for risks
- Responding to risks

Managing Project Communications

- Who needs what, when, how, etc.?
- Reporting project status
- Measurement metrics
- Earned Value

Managing Multiple Small Concurrent Projects

- Managing multiple independent projects
- Small concurrent projects

Organizing for project management

- Traditional and matrix organizations
- Project office

The Successful Project Manager

- Roles and responsibilities
- Qualities for success

Project Infrastructure

- Change management system
- Project management information system

The Project Team

- Reasons teams fail
- Situational leadership
- Creating shared commitment
- Instilling team values
- Stages of team development

Project Closeout

- Overcoming the “90% complete” phenomenon
- Exit reviews

Methodology – Putting it all together
More About Why You Should Attend:
This seminar is applicable to any management level. This includes the manager who has responsibility for many varied projects; needs a framework to help accomplish an important new objective; faces new challenges and needs to organize, define objectives and communicate and instruct.

Learn the critical concepts and techniques needed to complete your projects within their cost, schedule, and performance targets. As a result of attending this seminar, you will be able to complete projects on time, manage resources more effectively, meet or beat budget objectives, achieve successful, quality outcomes, and minimize “redo” by doing it right the first time.

Negotiations: The Winning Formula

March 27th, 2009

We all negotiate countless times a day to resolve conflicts, problems, or differences of opinion. Few of us, however, have had time to think about the process behind the negotiation and how that process can be improved. During this seminar, you will review your personal negotiation style, develop an understanding of practical negotiation skills, and learn how to move from negotiation to collaboration for achieving positive results.

Key Information

Understanding the Collaborative Mind

- Intention / Manipulation
- Creating Results / Solving Problems
- Listening / Speaking

The Process

- Understanding the 20/80 rule
- Dynamic vs. Static
- Frame and Focus

The People

- Communications Style
- Intention
- Emotions
- Shareholders/Stakeholders

Preparation

- Defining the Outcome
- Bridging the Gap
- Finding Leverage
- Focus your Attention

Meeting/Dialogue

- Understanding and Managing Creative Tension
- Creating a Collaborative Environment, Four Conditions
- Keeping Track
- Staying Focused
- Moving Forward
- Staying Open

Agreements

- Pay Attention to the Small Things
- Determine Responsibilities
- Plan Follow-up and Follow Through
- Spread the Word

Ending

- The Ending Creates the Next Beginning
- Creating a System to Support the Agreement

Register Now

Seminar Title _____ Date _____

Name _____

Title _____

Approving Manager _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

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Registration Policy:

After MDI receives your registration via phone, fax, email, mail or web:

- You will receive a Confirmation letter, parking permit, map and invoice or receipt via email or fax.
- Registration fees for any seminar listed in this brochure are \$189 unless otherwise noted.
- Fees, dates, topics and locations are subject to change.
- MDI's liability is limited to reimbursement of paid tuition fees.

Cancellation Policy:

Within three business days prior to a seminar you may:

- Transfer your registration to another course
- Substitute another person from your organization
- Cancel for a refund less a \$25 administrative fee

Non-attendance will incur the full program fee.

NEED TRAINING FOR YOUR STAFF?

The Management Development Institute can customize programs for your specific workforce needs.



Contact us today to set up a free consultation:
 1.800.733.3203 or 417.836.5667

