



TRAINING SOLUTIONS

SUPERVISION

Seminars & Certificate Programs
2009, Springfield, Missouri

SEMINAR OFFERINGS

	Page		
• Essentials of Effective Supervision	2	• Managing Team Attitudes & Expectations	5
• Supervision Boot Camp	2	• Priority #1: Customer Service	5
• Essentials of High Performance Supervision	2	• Thriving in Change	5
• Legal Issues Impacting the Workplace	3	• Dynamic Communication & Interpersonal Skills	6
• Orienting & Training Employees	3	• The Power of Personalities in Your Workgroup	6
• Generations at Work <i>NEW ½ day</i>	3	• Managing People, Paper & Projects	6
• Develop People Through Delegation <i>NEW ½ day</i>	3	• Designing & Conducting Performance Appraisals	7
• Effective Business Writing <i>NEW ½ day</i>	3	• Situational Leadership®	7
• Coaching & Mentoring to Accelerate Potential	4	• Improving Performance: Turn Around vs Turn Over	7
• Successful Project Management	4	• Decision Making: Achieving Successful Solutions	8
• Motivating Today's Workforce	4	• Achieving Results without Authority	8
• Investigative Procedures for Workplace Problems	4	• Making Presentations with Confidence...	8
		• Transforming Conflict into Positive Outcomes	8

Supervision Certificate

The MDI Supervision Certificate is a valuable credential for anyone in a supervisory or managerial role. This Certificate has integrated the topics proven to be key skills for success.

Effective employee relations, successful problem solving, increased productivity and efficiency are just a few of the benefits available to companies whose select personnel obtain this Certificate. The latest techniques, tools and strategies will be taught by expert instructors with successful business backgrounds.

Each graduate of the program will receive a framed certificate granted by MSU's College of Business Administration.

Supervision Certificate Requirements

There are three ways to complete the requirements. Participants must choose one of three core course options plus additional seminars to equal a minimum of 60 contact hours. One-day seminars are 7 contact hours. View additional information and the Certificate application at www.mdi.missouristate.edu.

Option 1: Essentials of Effective Supervision plus 4 one-day seminars

Option 2: Supervision Boot Camps - Frontline Series plus Leadership Series

Option 3: Essentials of High Performance Supervision plus 8 one-day seminars

For additional information call Stacey Trewatha-Bach at 417.836.5667 or 1.800.733.3203 or visit www.mdi.missouristate.edu.

Who Should Attend?

Newly appointed as well as experienced supervisors, managers and team/group leaders will benefit from the entire Certificate program or from an individual session. Participants come from a wide variety of service, manufacturing and government settings.

In today's dynamic environment, companies look to Certification as a standard of performance, a measurement of individual achievement and documentation of results. An MDI Supervision Certificate provides you with the tools and strategies you need to become more effective and excel on the job.



All seminar topics available at your company location.

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.

The seminar fee includes all materials and refreshment breaks.

RAISE THE BAR.

Take your career development to the next level.

Attend an individual seminar or review the following pages to learn what the Supervision Certificate program experience is about.

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...

Supervision
Management
Administrative Excellence
Certified Public Manager
Professional Purchasing
Lean Six Sigma
Mini MBA

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.

Essentials of Effective Supervision

February 17th – May 5th, 2009

6:00 P.M. – 9:00 P.M. \$695

September 22nd – December 8th, 2009

6:00 P.M. – 9:00 P.M. \$695

Supervision Certificate Core Course:
Option #1

The 12-week Essentials of Effective Supervision course provides a strong knowledge base for first-line supervisors, managers and team leaders. This series is designed to provide new supervisors, and those aspiring to become supervisors, with a unique blend of knowledge, skills and strategies in the areas needed to effectively and efficiently supervise others. Participants will immediately be able to put their new skills to work.

The topics covered each week in this practical, interactive course are core issues proven to be the keys for supervisory success. Supervisors at all levels need to handle these areas with confidence and authority to effectively deal with and manage the employees they supervise.

WEEKLY SCHEDULE—12 TOPICS

1. The Changing Role of The First-Line Supervisor
2. Leadership & Motivation
3. Legal Responsibilities for the Supervisor
4. Dealing With Conflict & Disciplinary Procedures
5. Orienting & Training New Workers
6. Planning for Results & Problem Solving
7. Dealing with Stress, Time Management & Delegation
8. Creating High-Performance Teams
9. The Supervisor's Role in Performance Appraisals
10. Managing Diversity in the Workplace
11. Safety & Security Issues
12. Effective Communication

Effective employee relations, decision making, planning and increased efficiency are skill areas that can be specifically developed using the latest supervisory techniques, tools and strategies. Upon completion of this course, supervisors will have a knowledge base to increase productivity, customer service and ultimately impact bottom-line success.

SUPERVISION BOOT CAMP

Supervision Certificate Core Course:
Option #2

- **Frontline Supervision Series—4 days**
June 9th – 12th, 2009 \$895
- **Leadership Series—4 days**
October 27th – 30th, 2009 \$795

Boot Camp Format

Participants will engage in interactive **action learning** workshop sessions that feature **case studies**, planning exercises, self-assessments and **simulations** to gain insights and develop strategies for improving supervision skills. Each individual will develop an action plan to ensure that they are concentrating on the appropriate skills and increasing the **transfer of training to their workplace**.

Supervision Boot Camp Competencies

Those completing the **Boot Camp** will develop skills in the following competency areas key to successful supervision and leadership of others:

Leadership Series

- Change Leadership Strategies
- Making Teams Effective
- Managing Priorities
- Aspects of Negotiation
- Bargaining Strategies
- Effective Delegation
- Continuous Improvement Realities
- Maintaining a Safe Work Environment
- Conducting Effective Meetings
- Situational Leadership
- Managing Multiple Projects

Frontline Series

- Moving from Supervisor to Leader
- Effective Communication Concepts
- Understanding the New Emerging Workforce
- Relationship Building
- Coaching for Improved Performance
- Performance Management
- Managing Conflict
- Micromanagement's Effect on the Workplace
- Negotiation Skills
- Making Teams Effective
- Training Effectiveness
- Providing Feedback

Essentials of High Performance Supervision

February 25th, 2009

Supervision Certificate Core Course:
Option #3

To achieve as a supervisor, you need to have a fundamental understanding of the keys to supervising employees. Being skilled at your work is not enough. As a supervisor, you need to know how to motivate people, solve problems, and keep worker performance high. In this seminar you will learn proven, practical, results-oriented skills every supervisor needs to know to be successful.

Key Information

Roles, Expectations and Responsibilities in the Changing Landscape of the Workplace

- Understanding the Transition to Supervision
- The Realities of Supervision
- The Supervisor's Role—The Challenge of Dealing with People
- Control vs. Influence
- The Multiple Hats of the Supervisor
- Transitions in Supervisory Thinking
- The Shift From Traditional Styles of Management
- Today's Workforce Realities
- Generation Overview
- The Micromanagement Potential Indicator

Managing Priorities and Successful Delegation

- Developing Supervisory "Systems"
- Taking Charge of Your Time
- Top 10 Time Eaters
- The Essence of Your Responsibilities
- Increasing & Maintaining Control
- The Supervisor's Guide to Effective Delegation
- Authority & the Decision-Making Process
- Procrastination
- Maximizing "Support" Performance



Legal Issues Impacting The Workplace

March 24th, 2009 or
September 30th, 2009

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.

Key Information

- Discrimination in Employment
- Sexual Harassment—Hostile Work Environment
- Americans with Disabilities Act of 1990
- Hours of Work/Overtime
- Exempt vs Non-Exempt Status
- Workers' Compensation
- OSHA on Cumulative Trauma/ Muscular-Skeletal Disorders
- Safety & Health Developments—Right-to-Know
- Drug & Alcohol Testing
- FMLA
- WARN Act & Reduction in Force
- AIDS in the Workplace
- Tobacco Usage at the Workplace
- Civil Rights Act (updates on all 4 amendments)
- "Just Cause" termination
- Affirmative action/EEO
- Immigration Act of 1990
- Summary of federal legislation. You will become familiar with the legislation and court decisions that regulate employment and discover their impact on you and your organization.
- Missouri legislation will be addressed

Plus!

Receive a 50+ page reference manual

JOB ATTACK POWER

Check Web for Dates

Orienting & Training Employees

May 20th, 2009

How long does it take the new employee to stop costing you money and start making you money? Would you like to reduce that by half?

The failure to successfully orient and train new employees can be costing your company thousands of dollars daily. Every minute a new person is performing below expectations is a minute of lost revenue and missed opportunity. What happens in the first three months of that employee's relationship with your organization will establish a pattern that can last for 20 years. In this program for managers and supervisors, you will learn the basics of creating profitable employees from the first day on the job.

Key Information

Why Training Is Important

- Learn the 10 key elements to orienting success
- Understand the different generations
- Orienting new employees and fulfilling their needs

Signs Training May Be Needed

- Learn one of the biggest mistakes managers make regarding training
- Discuss the training guideline

Analyzing What Training Is Required

- Learn the 8 steps to developing training programs
- Understand what you can train
- Learn the 6 essentials of building the trainee's self confidence
- Determine wasted activities

Designing The Training Required

- Learn how to prepare trainer success
- Develop a measurement and follow-up system that continues to monitor your success
- Learn what good training needs to include

If you think training is expensive, consider the high cost of hiring and firing unsuccessful employees over and over again. Get employees off to the right start with a successful orientation program.

Generations at Work: Management & Motivation (NEW 1/2 day)

Time: 8:30 A.M. – 12:30 P.M.

November 8th, 2009 \$99

Individuals with different values, ideas, ways of getting things done and different ways of communicating in the workplace have always existed. Why does it seem so difficult now? Because now there are four generations currently in the workforce with distinct attitudes, behaviors, expectations, habits and motivational buttons. Not every person in a generational category will share all characteristics, but there are general patterns that have been identified to help assist in positive communications and productivity.

Developing People Through Delegation (NEW 1/2 day)

Time: 8:30 A.M. – 12:30 P.M.

November 13th, 2009 \$99

In spite of compelling arguments in support of delegation, professionals often don't do it, do it poorly or rationalize why they cannot. When done well, everyone wins. When done poorly, employees can experience "bossing", "dumping", or wasted effort. This seminar addresses the obstacles to delegation and, more importantly, explains how to delegate effectively to produce win-win results.

Effective Business Writing (NEW 1/2 day)

Time: 8:30 A.M. – 12:30 P.M.

March 17th, 2009 \$99

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.

 Management
Development
MDI Institute
College of Business Administration

Designing & Conducting Performance Appraisals

March 11th, 2009

A properly implemented performance appraisal system can move your organization forward to improve performance and productivity. How well employees perform job duties and meet job responsibilities are critical to the employee's success and the company's success. We will prepare you to deliver appraisals that can improve performance all year long.

Key Information

Uses of Performance Appraisals

- Developing employees to be more productive
- Documentation for compensation purposes
- To help with selection decisions such as promotions, demotions, terminations, layoffs, transfers and training

Eliminate the Surprises

- How to turn a dreaded task into a performance-boosting tool
- Learn a proper format for a performance appraisal form
- Steps to an ideal performance appraisal procedure
- Effectively communicate your expectations

Preparing for Performance Appraisals

- Establishing performance goals based on company objectives
- Why job descriptions are a critical part of appraisals
- Practice developing & writing useful job descriptions
- Find out the key employee "dreads" & their impact on productivity & job satisfaction

Common Errors to Avoid

- Why your reviews may be doing more harm than good
- Gain knowledge on the applicable laws & legal ramifications
- Are you tired of feeling like you are judging others?
- Uncover the common biases that could decrease accuracy

Goals of Performance Appraisals

- Get better results from everyone you supervise
- Increase confidence conducting performance appraisals
- Increase employee organizational commitment & decrease turnover

Situational Leadership®

April 21st, 2009 \$195

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 accomplish it effectively.

Key Information

Influence The Performance Of Others

- Distinguish between the unable versus the unwilling
- Discover how to diagnose performance levels in every situation

Goals: Assessing Criteria For Performance

- Learn to clarify between follower needs & 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 & 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 & when you should use a particular style

SEMINAR INFORMATION FOR SPRINGFIELD, MO

Times: 8:30A.M. – 4:30P.M.

Fee: \$189 per seminar, unless otherwise noted. Fee includes all materials and refreshment breaks.

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

Improving Performance: Turn Around vs Turn Over

May 1st, 2009

A critical performance management skill is addressing employees who demonstrate performance problems. A master skill for any supervisor is to rectify the performance problem, while maintaining a positive working relationship with the employee. Maintaining a positive working relationship with high levels of performance is difficult without employee commitment to the success of the organization. A supervisor who fails to gain employee commitment must rely upon compliance to motivate employees to performance. Unfortunately, compliance has numerous disadvantages and does not lead to the best performance possible.

This seminar focuses on both formal and informal techniques to assist in successfully "turning around" performance. Gaining commitment, developing mutual trust, active listening, coaching and constructive feedback are key to rectifying a problem in a collaborative manner.

Key Information

- Understanding the Costs of Employee Turnover
- The ABC's of Great Performance
- The 4 Levels of On-The-Job Training
- Methods to Maintain a Positive Work Environment
- How to Handle Employee Complaints
- Setting Clearly Defined Expectations
- Keeping Communication Positive & Focused on Successful Outcomes
- Steps for Good Coaching vs Discipline
- Tips & Pitfalls of Constructive Feedback
- The 3 Easy Steps to Become an Effective Listener
- Employee Morale
- Corrective Action Checklists & Reports

The success for any organization is dictated in part by underlying personal performance skills. The ability to stay focused, on-task, and to avoid being distracted or confused by perceived pressures. Along with the ability to communicate and the ability to resist fatigue—even under the most grueling of circumstances—all contribute to effective personal performances.



All seminar topics available at your company location.

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, 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 & draw out your assumptions & hidden beliefs
- Learn how to analyze situations & apply the appropriate decision-making process
- Explore the 3 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 4 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 & flexible
- Identify common mistakes in problem solving & 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



Achieving Results Without Authority

May 28th, 2009

As more companies reorganize along horizontal rather than vertical lines, the need emerges for those in non-authoritative positions to encourage action from others to achieve business objectives and manage projects. Cultivating positive influence, cooperation and negotiation skills are essential for anyone who needs to get work done through others.

This seminar examines principles, strategies and techniques essential to influencing through persuasion and negotiation to achieve positive results.

Key Information

- Persuasion, power & negotiating for action
- Develop influencing skills as a core competency
- Gain confidence in persuading others to listen & act favorably on your ideas & requests
- Build support for change up, down & across
- Strengthen your ability to build strategic alliances

Making Presentations with Confidence, Clarity & Impact

June 4th, 2009 \$195

"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, 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?
- What are my core messages?
- Why this message is important
- Where will the presentation be made?
- When is my presentation?
- How to build in interaction to drive key points
- Keeping interest up & "yawns" down
- How will I play to my strengths?
- Getting your butterflies to fly in formation

Transforming Conflict into Positive Outcomes

June 16th, 2009

Differences of opinion, perspectives and preferences can create conflict in and out of the workplace. Conflict is actually a natural and unavoidable fact of life and if managed effectively, can produce productive outcomes. However, when not managed well it can result in low morale, decreased productivity, high stress levels and loss of good employees. The inability to deal with conflict can undermine supervisor's or manager's effectiveness. Learn how to manage conflict situations to produce positive outcomes.

Key Information

The Nature of Interpersonal Communication

- Learn how to read body language & control your own
- Gain the benefits of recognizing & understanding your own emotional responses
- Why face-to-face communication differs from written or over the phone

Factors Influencing Conflict

- Learn to program your own self talk
- Acquire the skill of thinking beyond "right & wrong", "good & bad"
- Turn differences into assets instead of liabilities

Transparent Listening Skills

- Learn the critical role of active & transparent listening
- Practice listening & reflecting to gain understanding
- Use transparent listening skills to identifying real needs

The Conflict Management Method

- Reflecting to "Yes"
- Effective methods of persuasion
- Learn to deal with difficult situations
- Discover how to resolve conflict for positive outcomes

Focus on ways to arrive at mutually beneficial outcomes. You will gain practical skill-building techniques designed to make you more effective and confident when handling conflicts.



Coaching & Mentoring to Accelerate Potential

October 6th, 2009

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 & coaching
- How to develop coaching & mentoring relationships
- Building self-esteem
- Teaching others to lead
- Coaching as a 2-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 & criticisms involved in coaching
- Tapping into employees' individual strengths
- Coaching versus mentoring

"Enjoy the Journey" Of Coaching

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

Motivating Today's Workforce

October 7th, 2009

Successful managers and supervisors know how to foster an environment in which employees become self-motivated, positive and dedicated. Today's workplace requires more than just fair pay and a good benefits package to achieve such a condition.

In the final analysis, one person can not motivate another. What that person can do, though, is inspire and enable others to motivate themselves. Participants in this seminar will learn how to identify motivational hot buttons that help workers get on-board and become engaged in organizational goals.

Key Information

Gain The Ability To Accurately Identify Employee Motivation Needs

- Learn the 3 basic principles of motivation
- Discover the potential pitfalls of reward & recognition
- Learn when reward & recognition systems have proven highly effective for increasing productivity & morale

Learn The Critical Ingredients To Leadership

- Find out what life factors pull, push or scare people into forward motion
- Practice giving positive feedback & recognition based on objective observation
- Learn ways to keep outside pressures from blowing up inside the workplace

Explore Widely Recognized Motivational Practices & Principles

- Learn what would make you work harder & better at your current job; Discuss Maslow's Hierarchy of Needs & Herzberg's Theory
- Identify systems & practices within your organization that sabotage motivational efforts

Investigative Procedures for Workplace Problems

October 28th, 2009

Supervisors, managers and HR professionals need to know proper and legal strategies and techniques to investigate all types of problems which may arise in the workplace.

A proper investigation on behalf of all parties involved can be your number one defense against liability. This seminar will give you a step-by-step process to conduct a thorough, and legal, internal investigation.

Key Information

- Developing a 10-step investigation plan
- Interviewing techniques that uncover the real story
- Compile & analyze physical & documentary evidence
- Presenting investigation findings
- Preventing retaliation & future misconduct
- How to avoid 10 common investigation errors

Complaints, problems and accidents become daily issues. Trained human resources professionals and operational supervisors can solve these issues through successful investigations that lead to problem resolution.

COMPANY SPECIFIC TRAINING

Any program in this brochure can be offered for your organization

Success starts from within and every organization has specific learning goals that need to be met. Our approach through action learning can provide a powerful, customized learning experience for your entire department or workforce. MDI offers confidential consultations and solutions to meet your training needs.

Available On-Site

Successful Project Management

December 15th – 16th, 2009 \$395

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. Full course description available online in the Management brochure.



Managing Team Attitudes & Expectations

April 2nd, 2009 or
November 5th, 2009

If you have been entrusted to overhaul a business unit, initiate a startup or take over the helm of a successful work group, the step-by-step guidelines will help you avoid the pitfalls inherent in being a change agent. Discover how to get people on your team and get the cooperation of other departments. Learn from an expert who has turned around or started up 16 departments, businesses and major projects. Find out how you can apply these "tricks of the trade" to achieve your business goals.

Key Information

Keys To Success At The Departmental Level

- Discuss the toughest challenge faced by a supervisor/manager
- Understand the differences between leadership & management
- Discuss in detail the leadership/management pyramid
- What is a visionary culture & why is it important

Understanding Proper Delegation Techniques

- Learn the types of situational leadership styles
- Learn what employees do want from their jobs
- Understand how to respond to criticism

Building The Team

- The first question you should ask before beginning your new assignment
- 3 things you need to know before you can lead anybody anywhere
- Leveraging acts of appreciation

Making World-Class Team Players Out Of Ordinary People

- The most important inventory you will ever take—and how to do it
- Keeping all the right people happy
Hint: You have to know who they are first
- "Tricks of the Trade"—how to ask the right questions, make the right changes, overcome resistance to change & remove obstacles so you get off to the right start

Priority #1: Customer Service

November 6th, 2009

Customer service is the lifeblood of any organization. Studies prove that it costs six times more to find a new customer than to keep an existing one. When customer retention increases by 5%, profits grow by as much as 85%. Interactions between internal and external customers determine the success of your business. It's critical to cultivate skills and techniques for improving these relationships. Whether over the phone or face to face, you will learn methods to handle emotional customers, resolve customer complaints and leave customers with a favorable impression every time.

Key Information

The Customer Service Mindset

- The Service Principle
- Creating the Customer Service Environment
- Learning What Customers Expect
- Important Differences between Internal & External Customers

Is the Customer Always Right?

- Managing Customer Expectations
- The Nature of Complaints
- Key Differences between Face to Face & Over the Phone
- Balancing Customer Satisfaction with Business Results

Listening to Create Results

- Getting to the Core of the Issue
- Resolve Issues So They Stay Resolved
- Help Lead the Other Person to Their Own Solution

Gaining Understanding

- Identifying the Real Issue
- Recognizing Emotions
- Avoiding Misunderstandings
- Listening in Hectic Situations

Dealing with Emotionally Charged Situations

- Controlling Your Own Emotional Response
- Diffusing Negative Emotions
- The Art of the Apology
- Persuading Them to Take No for an Answer

What you will learn:

- Get to the essence of a problem
- Avoid misunderstandings by clarifying what others are saying
- Present each customer with the same, consistent message
- Deal with difficult customers
- Recognize & reward splendid customer service

Thriving in Change

November 30st, 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.

Key Information

Session Topics:

Individual response to change

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

Leading Change

- Understand the roles of management & leadership
- Distinguish the differences between a mission statement & 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 & the transition within your company
- Understand when to establish a shared vision
- Decipher between the roles & responsibilities of key players

Tools of the trade

- Discuss where people are today regarding change
- Learn the 5 new (and improved) work rules
- Discover the truth about change today



All seminar topics available at your company location.

Dynamic Communication & Interpersonal Skills

March 19th, 2009 or
December 22nd, 2009

Learn to communicate in a manner that builds trust, teamwork and consensus. Develop the skills that result in two-way communication, which is critical to a participative management style. Examine obstacles to effective communication and learn to facilitate supportive communication with diverse individuals and groups.

Key Information

Identify Barriers To Effective Communication

- Focus your development to improve listening effectiveness
- Learn how you come across to others
- Understand the communication model

How Your Perception Can Interfere With Communication

- How we come up with perceptions
- Learn one of the most challenging aspects of communication
- Understand what perceptions & assumptions you hold that may be interfering with your communication
- Discover how to take the critic out of criticism

Why Feedback Is A Valuable Learning Tool

- Learn the 2 styles of feedback
- Identify the secret of asking effective questions
- Discuss common feedback mistakes

How To Be A Better Listener

- Learn & practice techniques that will make you a better listener
- Understand the different levels of listening
- Learn the difference between distracting & attending behaviors

Using Communication As An Effective Management Tool

- Discover the secrets to converting conflict into collaboration
- Eliminate resentment that results from poor communication
- What you can say to resolve conflicts with bosses, peers and workers

Take a self-assessment to encourage awareness of your communication style and uncover the positives and challenges in your communication process.

The Power of Personalities in Your Workplace

December 10th, 2009

Every day employees are spending more and more time working in team and group situations. But few of them have ever received any training in how to succeed in these situations. Many employees are even threatened by the process.

During this program, you will learn and practice the fundamentals of building effective and productive work groups. You will walk away from this program with tools and techniques that can help you turn low-performance groups into high-performance teams.

Key Information

Learn how to communicate in a group setting

- Understand the 4 strategic activities for successful work groups
- Learn meeting behaviors, guides and rules that will improve your meeting effectiveness
- Discover how you gather information and come to conclusions and how that may differ from others

How different people relate to one another in problem solving

- Tap into the quantum power of learning styles, intelligence, personality types and emotional intelligence
- Review the Conceptual Model: How emotional intelligence drives performance
- How to use personality styles to your group's advantage

Quickly analyze if your group is functioning in cooperative or dangerous conflict

- Put your group to work solving problems
- Explore why teams succeed & why they fail
- Why disagreement is not only inevitable but also a vital part of the process

Develop the skills of individual employees to improve their ability to be better team players

- Discover how your strengths may also be your greatest liabilities under certain conditions
- Learn how to match the assignment to the individual to ensure success
- Learn how to better understand yourself & others in a team environment
- Take a self-assessment to learn how you can work better & more productively in team environments

Managing People, Paper & Projects

March 5th, 2009

- Do you have more to do than you can manage in a 40-hour workweek?
- Do you feel that if you want something done right you have to do it yourself?
- Do you find yourself having to "redo" work not done right the first time?

If you answered yes to these questions, you could be holding yourself, your employees and your work group back from reaching their maximum potential. Improve your skills in delegation, managing your time and setting goals so you can work more efficiently.

Key Information

Delegation

- The role of delegation in developing others
- Task assignments versus delegation
- Techniques for inspiring & developing people
- Types of tasks that shouldn't be delegated
- Communication tips to make delegation steps successful

Managing Priorities & Time

- Value adding techniques
- How the "Four Slice Time-Pie" can simplify your day
- Learn to better manage your interruptions
- Balance your time between 5 areas
- Receive worksheets for setting priorities & goal setting

Goal Setting And Planning Guidelines

- Find out the 6 P's to improve your planning ability
- Understand the return on investment planning gives
- Where to start in the planning process. You may be surprised
- Techniques for writing your strategies down on paper
- Controls needed to end up where you want to go

Take control of your workday. You will feel more confident in knowing how to organize your work and examine your workload for value adding qualities. You will also take home an action plan to help you put these techniques to work immediately.





SUPERVISION PROGRAMS

Register Now

Seminar Title _____ Date _____

Name _____

Title _____

Approving Manager _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____

Send my confirmation letter by: Fax Mail E-mail

Fee included (checks payable to MSU) \$ _____

Bill company, P.O. Number _____

Charge \$ _____ to my:

MC VISA AmExp Discover

Card # _____

Expires _____

Signature _____

VIP Code B **WEB**

Fast, Easy Registration

☎ 1-800-733-3203
1-417-836-5667

☎ 1-417-836-7666 (fax)

🌐 www.mdi.missouristate.edu

✉ MDI/Missouri State
901 South National
Springfield, MO 65897

Missouri State is an EO/AA Institution

♻️ Printed on recycled paper...please recycle.

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.*



THE MANAGEMENT DEVELOPMENT INSTITUTE

Offering seminars, certificate programs and customized onsite training:

- Human Resources
- Administrative Excellence
- Lean Six Sigma
- Mini MBA
- Management & Supervision
- Team Building & Customer Service
- Certified Public Manager
- Professional Purchasing

MDI provides business leaders innovative ways to improve company performance and gain a competitive advantage

