

Gain the latest and best techniques for effectively managing and supervising people

How to Excel at

# Managing and Supervising People

We're  
coming  
to your  
area ...

**L**earn the vital skills you need to successfully handle all your supervisory challenges ... taught exclusively in this hands-on, two-day seminar

Whether you're new to the job or well-established, you'll take home dozens of fresh ideas, imaginative solutions and best practices you can use the very next day.


You'll learn to:

- Speak ... write ... communicate—clearly and tactfully
- Get organised and become an efficiency pro
- Make the skills of today's best supervisors second nature
- Deal quickly and professionally with every performance problem
- Give criticism in a way that creates positive behaviour—not resentment
- Use your inner creativity to become outstanding at problem solving
- Capitalise on your inner strengths to build an unstoppable team


And that's just the tip of the iceberg. See inside for complete details.



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# Get what you need to succeed: Innovative ideas and fresh new approaches to supervisory success



## **S**o much is expected of supervisors today as they step forward and take on the challenges of leadership

We don't have to tell you how demanding, fraught with uncertainty and just plain hard your job can be. Every day you wake up to a myriad of management responsibilities to carry out, issues to keep up on and problems to take care of.

Of course, you're expected to be able to do it all flawlessly ... from managing change to finding new solutions to stubborn problems to supervising a workplace of diverse employees and more.

That's a tall order for any supervisor because today's work world is changing at warp speed. In the blink of an eye, the solutions you relied on yesterday can become outdated and useless.

### **Here's the bottom line:**

To succeed in your expanding role, you've got to get in tune with the times ... and keep one step ahead of the changes.

That means continually updating your skills and seeking out all the freshest ideas, latest strategies and cutting-edge techniques you can get your hands on.

That's where this intensive, hands-on seminar comes in. In just two days, you'll get the most up-to-the-minute information and exciting discoveries available on how to manage change, motivate, discipline, delegate, inspire, problem solve ... all the critical skills you need to succeed as a supervisor.

### **Become a more effective, more successful supervisor—in just two days ...**

Have you ever felt like you're stuck in a supervisory rut? That there's no free time to seek new ways of approaching your duties? Do you wish you knew how other supervisors handle the same puzzling problems you face? Then this energetic seminar's for you.

It provides a rare opportunity to step back ... polish your skills ... and renew your energy and commitment to supervisory excellence. If you want to zero in on the key areas of improvement needed to boost performance, productivity and the bottom line, this is the place.

In just two days, you'll gain skills that will give you a tremendous edge in your job now and throughout your professional future, like how to:

- Communicate like a leader
- Handle sensitive employee situations with diplomacy
- Inspire people to try harder—and succeed
- Stop negativity from spreading
- Deal with know-it-alls, foot-draggers ... every problem employee
- Make better decisions about time management to get more done

If you're new to the job, this upbeat seminar will break you in fast. If you're experienced, it will help you polish your skills to get even better.

Every supervisor will walk away with an arsenal of up-to-the-minute information, bold strategies and proven-to-work approaches. You'll feel motivated, energised and prepared to tackle any tough situation that comes your way.

Don't miss this opportunity to spend two full days focused on *your job* and *your unique problems* ... each day packed with ways to guarantee your success in your ever-expanding role as supervisor and leader.



## This seminar's for you if you need the latest information out there on how to ...

- Project the image of a strong, confident and capable role model to employees
- Think and perform like a leader and enjoy the amazing results that follow
- Adapt your leadership style so you can better coach, discipline and motivate your people to succeed
- Accomplish more of the things you want each day without burning the midnight oil
- Act promptly and appropriately to correct problem personalities who can make life miserable
- Demonstrate in a positive way to employees how change can work for—not against—them
- Keep your team on track, heading towards the same goal and achieving the objectives important to your company
- Gain a fresh perspective on motivating your employees so they're virtually unstoppable
- Get credit for all your good work by learning how to position yourself and your accomplishments

## Do you need this course?

- Has your career reached the point where knowledge of the latest strategies is critical to your success?
- Do you rely on traditional ways of handling problems because you haven't had the opportunity to learn new approaches?
- Are you busy 24/7 with no time to stop and think about how you could be even more effective?
- Do you feel like you're operating in the dark when it comes to dealing with some of the unfamiliar issues that arise in today's changing workplace?
- Do you ever think "there must be a better way"?

If you answered "Yes" to even one of the above questions, this seminar will be one of the best investments of time and money you'll ever make—hands down.

To enrol,  
ring toll free  
**0800 447 301**

or on-line at  
**[www.skillpath.co.nz](http://www.skillpath.co.nz)**

## And here are even MORE great reasons to attend:

### Step back, catch your breath and focus

on your career in a unique environment where your professional growth will be nothing short of phenomenal.

### Unleash your creative side

in stimulating discussions and idea-generating sessions that take problem solving to a whole new level.

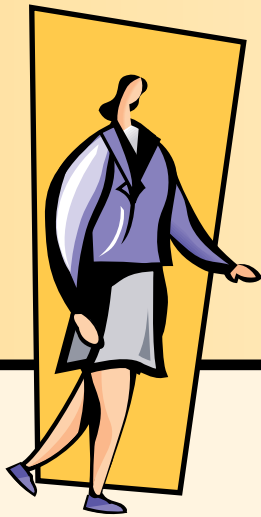
### Get involved

in hands-on exercises and practice sessions where you can try out new skills in a "we're in this together" environment.

### Get up to speed

on crucial legal, management and motivation information you and your organisation simply can't afford to be without.





# Seminar Outline

Seminar hours:  
9 a.m. to 4 p.m.  
both days

## Brought to you by SkillPath—

The Smart Choice® for  
managers and supervisors  
serious about success

SkillPath trains thousands of achievement-oriented professionals like you every month, from organisations of all sizes and all types—business, government, health care, education and the armed services. Our seminar leaders are a select group of trainers at the top of their profession—skilled teachers with a tremendous depth of knowledge in their respective topic areas. Our commitment to providing you with the highest-quality learning experience possible has made SkillPath the fastest-growing training company in the world. Attend this seminar and experience for yourself the positive effect of powerful ideas, skillfully presented.

## Day One

### Add leadership to your repertoire of skills

- Your leadership style: What's good about it? What needs work?
- First-hand advice on becoming a role model *everyone* looks up to
- How to give direction (not orders) so others jump into action
- Moving from the details to the big picture—a leadership must
- Serious about getting more done? It's simple—delegate!
- Boss vs. buddy: Which are *you* to employees?
- What great leaders do to get people to follow
- Use the power of assertiveness to open lines of communication and get things done

### Wear all your supervisory hats successfully

- Avoid the 5 things that can derail even experienced supervisors
- Telecommuting, job sharing, flexitime: What the books WON'T tell you about managing *today's* employees
- How to communicate the benefits of technology—rather than dwell on the problems
- Close the generation gap! How to get Boomers, Gen-Xers—everyone—to work together
- Are you a leader still trapped in a boss's mentality?
- Becoming a diversity champion—here's where it all begins

### Positive ways to inspire, guide and lead

- Steps to conducting performance evaluations that improve behaviour and morale
- Know which buttons to push to get employees to give their ALL

- Why supervisors often fail when giving criticism
- What's personality got to do with performance? Plenty!
- The hidden reasons behind why employees do what they do—performance problems solved!
- Ways bosses actually *discourage* employees from working harder
- Discover what employees need and expect from you

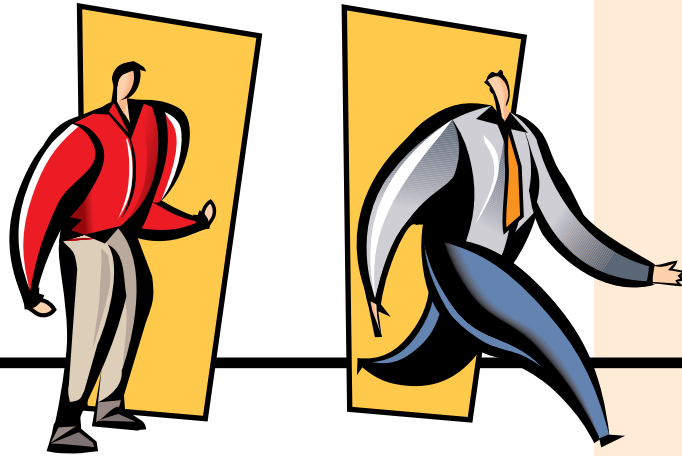
### Manage unwanted behaviours and attitudes

- Dealing appropriately with drugs, alcohol and other sticky personnel issues
- 6 ways to get problem employees to change
- Stop butting heads with employees who challenge you, know everything or dominate
- Transforming “can't do” attitudes to “can do”
- Lighting a fire under the employee who's nice—but lazy
- The rules of managing people are changing—what you need to know and do now
- Zap negativity ... before it spreads out of control

### Take command of the creative process

- Goodbye status quo: How to make new ideas part of every employee's job description
- Stuck on a stubborn problem? Innovative ways to find a quick solution
- Does your work environment encourage—or squelch—innovation?
- How to fit “dream space” into your employees' working day
- How to train your brain to think in new and profitable ways
- Beyond the suggestion box—idea-generating tactics that work like magic

Two days—that's all it takes to gain these powerful management skills



## Day Two

### Communicate like a leader

- Business writing tips you can use now to make sure your memos and e-mail messages get your point across
- Become aware of credibility-robbing speech habits—and eliminate them
- Deliver bad news, say “No,” turn down requests—with tact
- Develop radar that instantly detects when people misunderstand you
- Listening “how-to’s” that make it easy to connect with others
- Communication traits employees look for and admire in a leader
- Ever get the feeling your feedback goes in one ear and out the other? Here’s the solution

### Recruit, employ and develop great employees

- Money’s the secret to getting good employees to stay—WRONG!
- Interviewing strategies to avoid employing bad applicants that cost time and money
- Inside the exit interview: The real reasons why employees move on
- The pros and cons of making counter-offers when employees resign
- Recruiting and employing the best—an expertise supervisors can and *must* develop

### Coach employees through change and transition

- Positive ways to present change to employees—and relieve anxiety
- Your best options when employees don’t see change the way you do
- Poorly managed organisational change: Do you recognise the tell-tale clues?

- Kid-glove techniques for helping employees see opportunity—not threat—in change
- Put yourself in their shoes: 7 hard facts about how employees really feel about change

### Essential supervisory tools to master now

- How to define and organise priorities and accomplish more than ever
- What to do to detect—and stop—employees who are fooling around on the Web and with e-mail
- Self-management habits the most successful supervisors practise daily
- Maximising the Internet ... a supervisor’s best friend
- Managing deadlines, time, projects and priorities: Why make it harder than it has to be?

### Plan your professional future

- Smart tips for attracting the favourable attention from higher-ups that you deserve
- What drives today’s most successful supervisors? The answers revealed
- Questions to ask yourself to put your job ... your career ... your future into focus
- How to get—and stay—motivated on the road to supervisory success



### In-house training and keynote speaking ...

We can deliver this seminar right to your company’s door or provide customised, you-pick-the-day training on any programme pertinent to your organisation’s training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, ring 0800 447 301 and ask for the in-house training department.

### We guarantee results

If you’re not happy, we’re not happy. Go back to work and apply the management techniques you learned in our seminar. If you’re not absolutely delighted with the results you achieve, write to us right away. We’ll issue you a refund or arrange complimentary attendance for you at another SkillPath seminar. That’s our guarantee!

To enrol,  
ring toll free  
**0800 447 301**  
or on-line at  
**www.skillpath.co.nz**

# Venues and Dates



## ■ Seminar materials

And you won't go home empty-handed. You'll leave this seminar with a Certificate of Attendance; a soundly researched, unabridged workbook; your Personal Action Plan for implementing what you've learned; and step-by-step guidelines for sharing the new ideas with your associates back at work.

**SkillPath's continuing support ...** We don't just stand behind our seminars, we stand behind *you*. If, after attending the seminar, you're faced with a management question and don't know where to turn—try us. Just send a brief description of your particular problem or question and one of our specialists will promptly respond. Where else can you find that kind of support? *Nowhere but with SkillPath.*

## ■ Important information

**Our registration table opens at 8:15 a.m. on the first day.** When you arrive at the venue, please check the directory for the exact location of the seminar. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your seminar materials and direct you towards your seat. You'll also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

**We begin each day at 9:00 a.m. on the dot and wrap up at 4:00 p.m.** Lunch is on your own from 11:45 a.m. to 1:00 p.m. Why not invite another delegate to dine with you? You can share information, review the morning and make each day even more enjoyable.

**Parking.** We do our best to find seminar facilities that have all the pluses we look for: Convenient location, great meeting rooms, courteous staff and plenty of free parking. However, some facilities have paid parking only. You may want to check with the facility personnel to determine parking fees—often they can direct you to free parking just around the corner.

**Tape recording.** Our programmes—both what you see and what you hear—are fully copyrighted by SkillPath. No audio recording or videotaping, please.

## ■ Still haven't picked up the phone?

*Five more good reasons why you will want to attend this programme ...*

- 1. Our trainers are the best.** We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with two of the most interesting days you've ever spent.
- 2. We give you only the most important, important information.** There's a lot of information out there that could take you years to gather on your own. In two fast-paced days, we'll give you what we believe is the best, most important information to help you be the best you can be.
- 3. Practicality is emphasised.** You will leave this seminar with specifics you can apply immediately. We promise you'll get results your very next day back at work.
- 4. The value is unbeatable.** Not only is our enrolment fee among the lowest you'll find, when three or more enrol from the same organisation, you'll enjoy a significant discount.
- 5. Our guarantee is unconditional, straightforward and the very best in the industry.** How can we be so confident? Because we work hard *before* the seminar to make sure you're happy *after* the seminar. Pertinent, up-to-date information you can really use, a convenient meeting venue, seminar registrars who are courteous and helpful and a trainer who grabs your attention and takes you on an exciting journey full of fun and *facts*. We believe you'll love every minute of it. Millions of satisfied delegates are sold on SkillPath seminars. Why not join them?

# Registration Information

1. For the fastest service, ring 0800 447 301. Our customer service representatives will be happy to take your enrolment. The easiest way to guarantee your enrolment is to pay with a credit card when making your reservation, or you can post your payment before the seminar date.
2. Visit our Web site at [www.skillpath.co.nz](http://www.skillpath.co.nz) for easy on-line registration.
3. Or send your enrolment to us by e-mail at [enroll@skillpath.com](mailto:enroll@skillpath.com). Please include the following information: Name and postal address; session you wish to attend; your VIP number as it appears on your address label; approving director and billing information.
4. If you prefer to fax us your registration, the number is 0800 447 304. Please include credit card information or post your payment before the seminar date.
5. Of course, you can complete the enrolment form below, clip it and post it with payment to: SkillPath Seminars, FreePost 105776, PO Box 742, Wellington 6140.

Whatever your method of registration, be sure to enrol right away since space is limited. As soon as we receive your enrolment, we'll send your Express Admission Ticket. Simply bring it with you to the programme and hand it to the registrar. If your ticket doesn't arrive before the seminar, be sure to go anyway. We'll be expecting you. Walk-in registrations are welcome on a space-available basis only.

**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$50 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply towards a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

**SkillPath provides you with a Certificate of Attendance** that serves as your permanent record of participation. You may want to frame it or put it in your personnel file to show that you're serious about success.

## Please fill in the city and dates where you'll attend

Seminar city: \_\_\_\_\_  
 Seminar dates: \_\_\_\_\_  
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Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Job Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ Programme No. \_\_\_\_\_

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Job Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ Programme No. \_\_\_\_\_

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 E-mail Address \_\_\_\_\_ Programme No. \_\_\_\_\_

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Name and Job Title \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ Programme No. \_\_\_\_\_

Please list additional registrations on a separate sheet and attach.

Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
 Approving Director \_\_\_\_\_ Job Title \_\_\_\_\_

Organisation \_\_\_\_\_  
 Postal Address \_\_\_\_\_  
 Suburb/City \_\_\_\_\_ Postcode \_\_\_\_\_  
 Telephone \_\_\_\_\_ Ext. \_\_\_\_\_  
 Fax \_\_\_\_\_

**Payment Information** (Please pay before the seminar):  
 SkillPath and the attendee agree, where applicable, that section 8(4) of the Goods and Services Tax Act 1985 shall not apply to attendance at the seminar, with the result that GST will be chargeable in respect of attendance.

GST registration number: 69-505-112  
 Confirming phone registration: No. \_\_\_\_\_  Debit my card:  MasterCard  Visa  AMEX  
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## Five easy ways to register:

### By Phone

0800 447 301

### On-line

Enrol on-line at [www.skillpath.co.nz](http://www.skillpath.co.nz)

### By E-mail

[enroll@skillpath.com](mailto:enroll@skillpath.com)

Please include:

- Name and postal address
- Session you wish to attend
- Your VIP number as it appears on your address label
- Approving director
- Billing information

### By Fax

0800 447 304

### By Post

Complete and post enrolment form to:

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 PO Box 742  
 Wellington 6140

To enrol by phone ring toll free 0800 447 301.

Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form.





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North Shore City 0745

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How to Excel at

# Managing and Supervising People

**L**earn the vital skills you need  
to successfully handle all  
your supervisory challenges ...  
taught exclusively in this  
hands-on, two-day seminar

