

## SUCCESSFULLY MANAGING PEOPLE

Be the catalyst that motivates your team to heightened productivity.

Seminar #2295

### Overview

Do you know how to encourage excellence in a culture of "no change"? Are you able to keep your cool when things go wrong? Are you a confident or a reluctant delegator?

Effective management requires a balancing act. You have to deal with difficult people to resolve conflicts, win their cooperation and trust and find ways to energize your employees to give their best effort. Utilizing the practice in emotional intelligence, this seminar will help you develop the right mix of management and communication styles to get the most from your team. You'll be able to transform resistance into support and ensure your people's values and corporate goals are in sync .

### Schedule

- [3] days

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- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,794 GSA

### Credits

1.8 CEU /18 PDU

### Schedule

We have 68 scheduled sessions located nationwide starting between 6/4/2012 - 2/20/2013

Date	Location	Duration
Jun 4, 2012 - Jun 6, 2012	New York, NY	3 Days
Jun 4, 2012 - Jun 6, 2012	Denver, CO	3 Days
Jun 6, 2012 - Jun 8, 2012	Chicago, IL	3 Days
Jun 6, 2012 - Jun 8, 2012	Newport Beach, CA	3 Days
Jun 13, 2012 - Jun 15, 2012	Arlington/Washington DC, DC	3 Days
Jun 18, 2012 - Jun 20, 2012	Boston, MA	3 Days
Jun 18, 2012 - Jun 20, 2012	Atlanta, GA	3 Days
Jun 20, 2012 - Jun 22, 2012	San Francisco, CA	3 Days
Jun 20, 2012 - Jun 22, 2012	Philadelphia, PA	3 Days
Jul 9, 2012 - Jul 11, 2012	New York, NY	3 Days
Jul 11, 2012 - Jul 13, 2012	Chicago, IL	3 Days
Jul 16, 2012 - Jul 18, 2012	Arlington/Washington DC, DC	3 Days
Jul 18, 2012 - Jul 20, 2012	San Francisco, CA	3 Days
Jul 18, 2012 - Jul 20, 2012	Hilton Head Is, SC	3 Days
Jul 25, 2012 - Jul 27, 2012	Dallas, TX	3 Days
Jul 25, 2012 - Jul 27, 2012	Morristown, NJ	3 Days
Jul 30, 2012 - Aug 1, 2012	Seattle, WA	3 Days
Aug 8, 2012 - Aug 10, 2012	New York, NY	3 Days
Aug 13, 2012 - Aug 15, 2012	San Francisco, CA	3 Days
Aug 15, 2012 - Aug 17, 2012	Arlington/Washington DC, DC	3 Days
Aug 15, 2012 - Aug 17, 2012	Chicago, IL	3 Days
Aug 20, 2012 - Aug 22, 2012	Austin, TX	3 Days
Aug 22, 2012 - Aug 24, 2012	Anaheim, CA	3 Days
Aug 27, 2012 - Aug 29, 2012	Atlanta, GA	3 Days
Sep 5, 2012 - Sep 7, 2012	Houston, TX	3 Days
Sep 5, 2012 - Sep 7, 2012	New York, NY	3 Days
Sep 10, 2012 - Sep 12, 2012	Arlington/Washington DC, DC	3 Days
Sep 10, 2012 - Sep 12, 2012	Boston, MA	3 Days
Sep 10, 2012 - Sep 12, 2012	Chicago, IL	3 Days
Sep 12, 2012 - Sep 14, 2012	San Francisco, CA	3 Days
Sep 19, 2012 - Sep 21, 2012	Lake Buena Vista, FL	3 Days
Sep 26, 2012 - Sep 28, 2012	Las Vegas, NV	3 Days
Oct 1, 2012 - Oct 3, 2012	New York, NY	3 Days
Oct 3, 2012 - Oct 5, 2012	Chicago, IL	3 Days
Oct 10, 2012 - Oct 12, 2012	Arlington/Washington DC, DC	3 Days
Oct 15, 2012 - Oct 17, 2012	Atlanta, GA	3 Days
Oct 17, 2012 - Oct 19, 2012	San Francisco, CA	3 Days
Oct 22, 2012 - Oct 24, 2012	Minneapolis, MN	3 Days
Oct 24, 2012 - Oct 26, 2012	Dallas, TX	3 Days
Oct 29, 2012 - Oct 31, 2012	Philadelphia, PA	3 Days
Oct 31, 2012 - Nov 2, 2012	Chicago, IL	3 Days
Oct 31, 2012 - Nov 2, 2012	Albany, NY	3 Days
Oct 31, 2012 - Nov 2, 2012	Honolulu, HI	3 Days
Nov 7, 2012 - Nov 9, 2012	Houston, TX	3 Days
Nov 12, 2012 - Nov 14, 2012	New York, NY	3 Days
Nov 12, 2012 - Nov 14, 2012	San Francisco, CA	3 Days
Nov 12, 2012 - Nov 14, 2012	Denver, CO	3 Days
Nov 28, 2012 - Nov 30, 2012	Arlington/Washington DC, DC	3 Days
Dec 3, 2012 - Dec 5, 2012	Newport Beach, CA	3 Days
Dec 3, 2012 - Dec 5, 2012	Boston, MA	3 Days
Dec 3, 2012 - Dec 5, 2012	Chicago, IL	3 Days
Dec 5, 2012 - Dec 7, 2012	Dallas, TX	3 Days
Dec 10, 2012 - Dec 12, 2012	Atlanta, GA	3 Days
Dec 12, 2012 - Dec 14, 2012	New York, NY	3 Days
Dec 17, 2012 - Dec 19, 2012	Arlington/Washington DC, DC	3 Days
Dec 19, 2012 - Dec 21, 2012	San Francisco, CA	3 Days
Jan 7, 2013 - Jan 9, 2013	Scottsdale, AZ	3 Days
Jan 14, 2013 - Jan 16, 2013	New York, NY	3 Days
Jan 14, 2013 - Jan 16, 2013	New Orleans, LA	3 Days

Jan 16, 2013 - Jan 18, 2013	Indianapolis, IN	3 Days
Jan 23, 2013 - Jan 25, 2013	Morristown, NJ	3 Days
Jan 23, 2013 - Jan 25, 2013	Arlington/Washington DC, DC	3 Days
Jan 23, 2013 - Jan 25, 2013	San Francisco, CA	3 Days
Jan 30, 2013 - Feb 1, 2013	Chicago, IL	3 Days
Feb 4, 2013 - Feb 6, 2013	San Diego, CA	3 Days
Feb 6, 2013 - Feb 8, 2013	New York, NY	3 Days
Feb 11, 2013 - Feb 13, 2013	Arlington/Washington DC, VA	3 Days
Feb 20, 2013 - Feb 22, 2013	Philadelphia, PA	3 Days

Registering more than 4 people, please call 1-877-566-9441.

#### How You Will Benefit

- Motivate and direct the employees they/you rely on—even when they don't share their/your values
- Adjust their/your management and personal style to the needs of different situations
- Get more done by using the appropriate delegation techniques for any given situation
- Resolve conflict more effectively in a wide variety of situations
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from everyone in your organization
- Increase your confidence, leadership skills and personal and professional satisfaction in your job by managing people successfully

#### What You Will Cover

##### The Experience of Being a Manager

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

##### Values

- Values and their impact on work life
- How values can have productive and nonproductive results
- Identify value conflicts in yourself and in others

##### Personal Styles

- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioral clues to determine others' personal styles
- How to work more effectively with other personal profiles

##### Motivation

- Employee motivation factors and their impact on behaviors and work settings
- How to tailor your motivational efforts to individual employees and different situations

##### Listening, Body Language, Giving Feedback and Dealing with Difficult People

- Use active listening to gain information and understand employees' perspectives
- Effectively apply positive and corrective feedback
- Use appropriate values alignment when dealing with difficult employees

##### Conflict

- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict management
- Use different conflict resolution styles in different situations

##### Delegation

- Different delegation styles: how and when to use them
- Determine the appropriate delegation style for employees and situations

##### Understanding Organizational Culture and Subculture

- The impact of organizational culture and subculture and "cultural blinders"
- Explore the assumptions that impact your team's thinking and actions
- Identify and build on the strengths of your team's culture

##### Emotional Intelligence

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

##### Ethical Leadership

- Identify your group's values
- Your vision for ethical leadership

##### Action Planning

- Develop a specific plan for applying what you've learned back on the job
- Identify people who can support your action plans

#### Who Should Attend

Managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude and commitment to shared goals.

#### Special Feature

This is a Blended Seminar.

#### Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)