

One-Day Seminar

Making *the* Transition from Staff *to* Supervisor

Successfully adjust to the changing expectations
of your boss, peers and subordinates

You won't believe how much great advice, information and knowledge you'll gain in just one day!
We'll show you how to:

- Identify your personal roadblocks to leadership success and rid yourself of them forever!
- Take on a new position of authority *without* coming across as bossy, smug or domineering
- Master 6 critical steps to help you shift your mental focus from staff member to supervisor
- Avoid the most common pitfalls involved in this type of transition
- Recognize and manage the different work/personality styles of your employees
- Build trust and gain respect through your new relationships
- Improve your communication skills — essential for every effective manager!
- And much more — see pages 4-5 for more details on what you'll learn

ENROLL TODAY!



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1-800-556-2998



Fax
913-967-8842



Online
www.pryor.com



Mail
P.O. Box 219468
Kansas City, MO
64121-9468

Don't miss your chance to attend this powerful one-day training!

 FRED PRYOR SEMINARS

Have you recently been promoted to a new position as a manager or supervisor?

Moving into a position of authority means meeting new challenges, taking on new responsibilities and mastering new skills. It also puts you in line for greater rewards at work — including positive recognition from peers and higher-ups, increased job satisfaction and better benefits. That's all well and good, but as a first-time supervisor, you may feel overwhelmed by all your new responsibilities, anxious about the transition and stressed out about moving from coworker to boss.

You may worry about the way others will react to your new status, have concerns about keeping up with a tougher workload and wonder how to handle the new tasks you will be faced with: hiring, disciplinary action, even firing.

Training to ease the transition ...

This training was specifically designed to address the needs of anyone who is new to supervising and managing others. What you learn here will arm you with a powerful new set of skills, strategies and techniques for dealing with the issues you will encounter as you take on your new position and move forward in your career.

You will find out how to relate well to former peers who are now your subordinates, and you'll learn the communication skills to help you handle these changing relationships in a way that's comfortable for everyone. You'll discover secrets for motivating and encouraging people to do their best for you and find out how to discipline firmly and fairly, without creating resentment. We'll not only show you how to positively influence the behavior of your employees but also reveal ways to handle negative forces such as gossip, rumors and poor attitudes.

... and put you on course for success!

Making the Transition from Staff to Supervisor will make *you* a better supervisor, guaranteed! From earning the trust and respect of your team to organizing your own workload more efficiently, you will gain the knowledge you need to excel in your new position. What you learn here will help you step into your new leadership role with confidence, self-assurance and professionalism.

Your day will absolutely fly by, and you will come away with an amazing number of practical ideas, innovative strategies and proven techniques you can put to use as soon as you return to the office. You will enjoy lively discussion, question-and-answer sessions, role-play activities and much more. What's more, this is a priceless opportunity to network with other new supervisors — you're sure to strike up favorable business relationships that will extend beyond the training day.

**Clear your calendar and reserve your spot! This course is sure to fill quickly.
Don't miss out! Call today, or visit us on the Web!**

What would you do?

- Before your promotion, you and a coworker often met for lunch and coffee breaks. Now, she's actively avoiding you. How should you approach her now that you're her boss instead of her buddy?
- You now have the authority to delegate any number of tasks, but you find yourself too worried about what others think about you to delegate at all! How can you overcome your fear of delegation and assign tasks firmly and fairly?
- In your new role as manager, you will be supervising some employees who have more experience than you do. How do you avoid stepping on toes, while encouraging these people to continue to perform at their peak for you?
- A couple of your employees do not get along, and they constantly try to one-up each other or undermine one another's work. They are a drag on morale, and they're making everyone uncomfortable with their bickering. As their coworker, you tried to ignore them. As their boss, how do you solve their issues?
- When you were part of the team, you were everybody's friend, the one who always helped out in a pinch and the person everyone came to for advice, a shoulder to lean on or just a chat. Now, as the team leader, your role has drastically changed. How can you continue to be supportive, yet present the authoritative demeanor now expected of you?

*For answers to these and other tough management and leadership questions, be sure to attend **Making the Transition from Staff to Supervisor**. This training is packed with expert guidance, practical advice and sound strategies for smoothly making the move into a new position of authority and responsibility.*

Special Note to Managers:

Has anyone in your department recently taken on a leadership role? Do you have staff members who will be moving into supervisory positions in the near future? If the answer is yes, consider the benefits of this training. This dynamic one-day seminar provides the ideal setting for your people to gain confidence, perfect their leadership skills and learn how to transition smoothly into a new position of authority.

Designed specifically for those who may be inexperienced at leading others, this course will help new supervisors mentally prepare for the challenges ahead.

Participants will learn how to:

- Deal with coworkers who are jealous or resentful
- Earn the trust and respect of team members, peers and superiors
- Delegate without making others feel as if they're being taken advantage of
- Master organization skills essential for managers
- Use praise to reward and motivate
- Think like a leader instead of a follower
- And much, much more!

Moving into a leadership role means meeting higher expectations, taking on different responsibilities and facing a brand new set of challenges. This training is guaranteed to help your newest managers and supervisors become strong, accomplished and successful leaders.

Don't miss this chance to give your staff members the training they need to excel in their new roles!

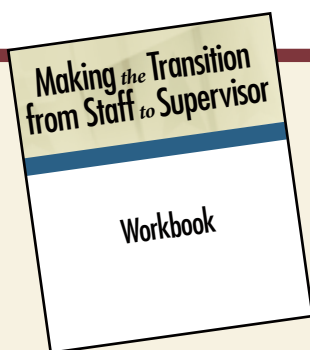
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Seminar Agenda

9:00 a.m. to 4:00 p.m.

Managing your new employees ...

- Ways to transition from coworker to authority figure without seeming domineering or bossy
- How to deal with the person who wanted the job you just got
- Strategies for managing people who have more experience than you do
- What to do when you start to feel your job would be easier “if it weren’t for the people”
- How to thrive when your success is based on the accomplishments of your team, not your individual work
- Why you must honestly assess your own behavioral and communication styles — and modify them if necessary
- How to identify and make the most of the different behavioral/communication styles of your employees
- Style “flexing” for effective supervision
- The key differences between communicating up and down the corporate ladder
- Critical listening skills every successful supervisor must master
- 5 steps for building trust and gaining respect — even among less-than-cooperative employees
- Tips and tools for managing the people you inherited
- Essential skills for building your own dream team
- Delegation: why it’s *not* your chance to give others the tasks you don’t like
- 2 words the new supervisor should avoid: “I” and “my”
- How to set positive examples without seeming saintly
- The secret of success: achieving results through others
- What your employees want from you — and what you can give them
- How to properly use feedback for optimal performance
- The art of appreciation — when, where and how to praise
- How to recognize and motivate underachievers
- The right way to discipline
- From buddy to boss — can we still be friends?



Take home a free workbook!

Attendees receive a comprehensive manual that includes everything covered in the seminar! It frees you from taking notes, allows you to focus on the training and serves as a valuable desk reference when you return to the office. Because it’s packed with information to keep you on track and moving forward, it’s the first place you’ll turn whenever you have questions or concerns about your new leadership role.

Managing yourself ...

- What do you do now? (The skills that got you here won't necessarily keep you here)
- How to identify and eliminate your own personal roadblocks to success
- 4 of the most common pitfalls in the transition to management
- 6 critical steps to help you shift from staff member to supervisor
- Your old skills in your new job: which do you change and which do you keep?
- Management by objectives for first-time supervisors
- The language of supervision — performing a SWOT analysis
- Performance management fundamentals for first-time supervisors
- How what you don't know *can* hurt you
- Ways to change your focus from “depth of knowledge” to “breadth of understanding”
- How to manage others successfully when you're in the dual role of worker and supervisor
- Hiring and firing: what every supervisor must know about these hot-button topics
- More work, responsibility and pressure — how to stay on top of everything without losing your cool
- Proven techniques for managing time and setting priorities
- Tips for keeping meetings on time, on track and on target (it isn't hard if you follow our guidelines!)
- How to develop your own personal plan for professional growth — and stick to it for the long term

Guaranteed Results

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the information you need to make a successful transition from staff member to supervisor. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

Who should attend?

Anyone who is new to the role of manager or supervisor will benefit greatly from this course. If you're preparing to make the move, or you've been in your new position for a year or less, this training is for you! Team leaders, department heads and anyone making the move to senior positions within their departments also will benefit.

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Registration Information

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m. **Program:** 9:00 a.m. – 4:00 p.m.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

On-Site Training Solutions

Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

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We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

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On-Site Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at pryor.com/onsite, call us at **1-800-944-8503** or scan the code below!



Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Credit

Fred Pryor Seminars offers Continuing Education Credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines, and approval is at the discretion of your licensing board. **Questions and concerns should be directed to your professional licensing board or agency.**



Fred Pryor Seminars is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.

State boards of accountancy have final authority on the acceptance of individual courses for CPE credit.

Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org. This course qualifies for 6 CPE credits. To obtain a certificate documenting your CPE credits, please visit <http://www.pryor.com/certificate>. Certificates will be available 10 days after your event has ended.


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1 <input type="checkbox"/> YES! Please register me for the one-day, <i>Making the Transition from Staff to Supervisor</i> seminar indicated in Section 5. Group discounts available; see page 6 for details.
2 IMPORTANT! Please fill in VIP number as it appears on the address label. 
VIP _____
3 ORGANIZATION INFORMATION Organization: _____ Address: _____ City: _____ St: _____ ZIP: _____ Tele: _____ Fax: _____ Approving Mgr's Name: <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home
4 QUICK CONFIRMATION <input type="checkbox"/> Please email or fax my confirmation to me within 48 hours. My email address or fax number is: _____

5 NAMES OF ATTENDEES (Please list additional names on a separate sheet.) #1 Attendee's Name Mr. _____ Ms. _____ Job Title _____ Event # _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home #2 Attendee's Name Mr. _____ Ms. _____ Job Title _____ Event # _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home
6 METHOD OF PAYMENT (Payment is due before the program.) Make checks payable to Fred Pryor Seminars and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN). Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6%) and West Virginia (6%). Total amount due: \$ _____ <input type="checkbox"/> Check # _____ (payable to Fred Pryor Seminars) is enclosed. <input type="checkbox"/> Bill my organization. Attn: _____ <input type="checkbox"/> Purchase order # _____ is enclosed. (Attach purchase order to completed registration form.) <input type="checkbox"/> Charge to: <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input type="checkbox"/> MC <input type="checkbox"/> Visa MO. _____ YR. _____ EXPIRATION DATE _____ CARD NUMBER Card Holder's Name _____ Tax-Exempt # _____ Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.



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One-Day Seminar

Making *the* Transition from Staff *to* Supervisor

Successfully adjust to the changing expectations
of your boss, peers and subordinates

You'll learn:

- How to communicate more effectively as a manager
- When to be flexible and when to stand firm
- 5 steps for building trust and gaining respect
- How to develop your own personal management style
- Strategies for motivating others to achieve results
- The truth about discipline — how to handle uncomfortable situations
- What every manager should know about hiring and firing
- Time management skills that really work
- And much, much more!

New opportunities also mean new challenges ...

this is essential training to help you take the next step in your career!