

# EARLY 2007 SEMINARS IN COLORADO

(What a great time to be in Colorado!)

**SuccessSystems, Inc.**



To serve the needs of organizations that may have only one, two or a few individuals who might need some training, we offer the following training programs as open registration seminars. These are the same training programs used by clients such as Hewlett-Packard, American Airlines, Bristol Myers Squibb, StorageTek, Methodist Hospital-Houston, Frito-Lay, Hitachi America, City of Longmont, CO, Steak & Ale Restaurants, Roche of Colorado, Bank of Oklahoma, Motorola, Procter & Gamble and others.

If you and/or your organization have other training needs that will not be served by these scheduled programs please call or email us to learn about customized in-house training programs!

## **Seminar #1 - Assertiveness Training for Managers** **March 19-20 in Denver, CO (registration deadline: 3/5/07)**

You have read or heard that about 70% of employees who quit their jobs do so to get away from their bosses! Supervisors who are nonassertive fail to provide effective leadership and lose the respect of employees. Those who are aggressive alienate employees and breed resentment and retaliation.

Helping your supervisors and managers become consistently assertive can improve performance, loyalty and retention dramatically! The most difficult part of a manager's job is dealing with people and this training will improve their skills for this critical component of their success and the success of your organization.

Learn from Sam Lloyd, the author of *Developing Positive Assertiveness*, one of the best-selling books in the popular Crisp Series, and receive a complimentary copy of the book to supplement the helpful workbook.

### **YOU WILL LEARN:**

- What makes people "tick"
- How each interaction engages personality parts
- How symbiosis develops & damages relationships
- How to counteract symbiosis & improve relationships
- How & Why destructive conflict occurs
- How to prevent or resolve conflicts successfully
- How to recognize the 3 basic behavior styles
- How to choose assertive, win-win words
- How to use assertive body language, too!
- How each personality type can be assertive
- How to handle defensive responses from others
- How to continue developing assertiveness

**SuccessSystems, Inc.**

**P. O. Box 18208 Boulder, CO 80308 (303) 998-0248**

*"Training & Coaching People To Excel"* Email: [succsyst@comcast.net](mailto:succsyst@comcast.net) Web: [www.trainingforsuccess.com](http://www.trainingforsuccess.com)

# Assertiveness Training Outline

## DAY ONE

### PEOPLE PROBLEMS

- What is the real problem? How to define it.
- Defining a real problem for application

### THE CHANGE PROCESS

- The 5 P's of successful change

### BEHAVIORAL STYLES

- Nonassertive - passive, indirect, ineffective
- Aggressive - abrasive, controlling, destructive
- Assertive - direct, tactful, effective

### UNDERSTANDING HUMAN BEHAVIOR

- Personality: what it is & how it affects communication
- Common relationship problems & conflict
- How to resolve the problems & conflicts

### ASSERTIVE ACTIVE LISTENING

- Common listening responses & their risks
- Benefits of Active Listening
- 4 Active Listening Skills

## DAY TWO

### BEHAVIOR STYLES CHARACTERISTICS

- <sup>a</sup> How to recognize each style of behavior
- Costs and benefits of each style

### DEVELOPING YOUR ASSERTIVENESS

- Do's and Don'ts for assertiveness
- Getting prepared and thinking it through
- Creating rapport with others
- Matching others' personality style assertively

### EMOTIONS & ASSERTIVENESS

- Early lessons about feelings & how feelings really work
- How to use your power to choose your own feelings

### ASSERTIVE DELIVERY - HOW YOU SAY IT

- Body language signals for each behavior style
- Practice session with feedback about your delivery
- How to add power without becoming aggressive

### FOLLOW-UP GUIDELINES

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## WHAT PEOPLE SAY:

"You are an AWESOME speaker. Your presentation has influenced many of us in very positive ways. I have already noticed improvements."- Michael W. Wicks , President & CEO, Summit Research Corporation

"I took *Effective Interpersonal Dynamics* from you Feb. 26th & 27th, at the HP Corvallis site. I also took *People Skills* a while back. These were easily 2 of the best courses I've ever taken - both at HP and at universities.Thanks!"  
- Katherine Partridge, Hewlett-Packard, Corvallis, OR.

"I learned much more than I thought I would! Thank you, thank you, thank you!!" – Cindy Holloway, Price Waterhouse

"This program is certainly worthwhile for every individual, whether it is used for personal or professional gain. Absolutely wonderful!" - Jennifer Pollock, New Global Telecom, Golden, CO

"Attendees were unanimous in their approval - many commented that it was the best seminar they have attended."  
– Phil Bennett, DuPont

**For all details about times, locations, fees, registration, please see page 6 of this brochure. Please feel free to call or email us with any questions you may have about any of these seminars!**

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## Seminar #2 - Coaching Skills for Better Performance Management

March 22-23 in Boulder, CO (registration deadline: 3/8/07)

One of your most important responsibilities as a manager, supervisor, leader is to manage the performance of your direct reports. Most managers have received little training in how to actually do that!

How do you help someone learn from making mistakes? How do you help someone learn to do their own thinking and solve their own problems? How can you stop playing "fire fighter" and have employees who are capable and empowered? You will learn the answers to these questions and gain some valuable new tools and techniques for developing employees and making your job easier!

How do you negotiate with someone to change problem behavior? What do you do if they promise to change and then don't? How can you be firm but fair, insistent but reasonable, tough without being autocratic? In this valuable seminar you will learn how to handle problem behaviors and poor performers in a proven, positive manner that is most likely to get real behavior changes and earn the respect and loyalty of your employees.

### YOU WILL LEARN:

- How to respond to good work and poor work
- How & when to use the "2-minute challenge"
- How to delegate skillfully & effectively
- How & when to give feedback
- How to help people learn from mistakes
- "The Secret" of successful coaches & managers
- How to facilitate problem solving discussions
- How to help people learn to think for themselves
- How to use assertiveness skills for win-win results
- How to confront problem behavior & get it changed
- How to handle defensive responses
- How to facilitate successful changes

### SOME OF THE MANY ORGANIZATIONS THAT HAVE USED OUR TRAINING:

Bristol-Myers Squibb	Senior Star Living - Tulsa, OK
AT&T	U. of Missouri Student Services/Athletics
Texas Tech University	FoxMeyer Drug
Roche of Colorado	N. Central Texas Council of Governments
Steelcase	Hyatt Hotel - Honolulu, Hawaii
Business Interiors	Domino's Pizza
Blue Cross / Blue Shield	General Motors
Air Canada	Pierce Chemical
Stanley Tools	Cingular
S. W. Bell Mobile Systems	Motorola
Hewlett-Packard	Hitachi America
Frito-Lay	Specialized Bicycles
Wacker Siltronic	Kraft General Foods
Performance Food Group	Tennessee Valley Authority
City of Longmont, CO	Time Warner Telecom
Arapahoe and Jefferson Counties - CO	J C Penney
Steak & Ale Restaurants	Bank of Oklahoma

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# Coaching Skills Outline

## DAY ONE

### The Manager As Coach

- What is a manager? A coach? A counselor?
- The Practical Coach - video
- The 5 C's of managing

### Values - Goals - Actions

- A values clarification exercise
- How values relate to goals & actions
- Requirements for workable goals
- Goal-setting exercise

### Improving Delegation Skills

- Reasons we don't delegate & why we should
- 12 factors for a successful delegation
- How to delegate step-by-step
- Practice exercise

### Improving Performance

- How to give performance feedback
- A practice exercise
- How to coach when mistakes are made
- A 5-step process to follow

### The Challenge of Motivation

- What truly motivates each person?
- The secret of successful managers
- A basic human need — attention
- How to really use positive reinforcement

### Listening - A Key Skill

- How do you typically respond?
- 12 common responses & their risks
- A communication exercise
- 4 Active Listening Skills

## DAY TWO

### Problem-Solving Discussions

- The importance of facilitating - not rescuing
- Steps for facilitating
- Helping someone solve their own problem
- A practice exercise

### Performance Problems

- Recognize danger signals
- A case study – “Dominic’s Dilemma”
- Identifying relevant facts
- How to use positive discipline

### Developing Win-Win Influence Skills

- Why assertiveness is the only “win-win” style
- Recognizing win-lose and win-win behaviors
- Choosing and using win-win words
- Do's and Don'ts for assertiveness
- It's not just what you say-it's how you say it!

### Confronting Problem Behavior

- A 5-part confrontation formula
- Using the confrontation worksheet
- Deciding what to say
- Handling defensive responses
- Practice session

### Follow-Up Guidelines

- When to coach, counsel, confront, reward
- Practice suggestions
- The 5 P's of changing - 66 ideas!
- Recommended reading
- A follow-up report



" Practical application tools and implementation through exercises or feedback. This was the first coaching class where we can practice, practice and practice." — Sandy Crawford, Pueblo Branch Manager, Colorado State Employees Credit Union, Denver, CO

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# Seminar #3 - How To Communicate With Almost Anyone!

March 30 in Denver, CO (registration deadline 3/16/07)



One of the most likely causes of problems in teams is communication difficulties among the team members. Different personalities, different styles and frames of reference can result in costly and time-consuming misunderstandings, errors, and conflicts. This training workshop is designed to help you sharpen communication skills for one-on-one and group interactions for better individual and team results.

## OUTLINE

### RAPPORT SKILLS

- ★ Pacing – key skill for creating rapport
- ★ Characteristics to use for Pacing
  
- ★ The Ultimate Rapport Skill

### 3 BASIC BEHAVIOR STYLES

- ★ The 2 Win-Lose Styles
- ★ The 1 Win-Win Style
- ★ How to develop the Win-Win Style

### PERCEPTION/LEARNING STYLES

- ★ Each person has a dominant style
- ★ How to recognize others' styles
- ★ How to communicate with each style

### PERSONALITY TYPES/STYLES

- ★ 4 Types found in all cultures
- ★ How to recognize each type of person
- ★ How to communicate well with each type

### LISTENING

#### – THE NEGLECTED SKILL

- ★ A communication experiment
- ★ Benefits of adding the extra step
- ★ 4 Active Listening Skills

### TIPS FOR FOLLOW-UP

- ★ Suggested reading & practice
- ★ Follow-up report
- ★ Bi-monthly newsletter (free!)

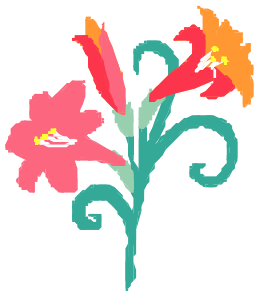
Practice exercises and applications for each major topic will help participants learn what to do and how to do it so they will be able to use what they learned immediately upon returning to work! This “What To Do – How To Do It” workshop can help you be more effective with all kinds of people.

## YOUR TRAINING FACILITATOR FOR ALL THREE SEMINARS

**SAM R. LLOYD, M.B.A.**, is President and founder of SuccessSystems, Inc. in Boulder, Colorado, a training and development consulting firm that has served hundreds of organizations and tens of thousands of people since 1977. Before launching his own company, Sam was the Director of the Management Development Center of the Cox School of Business at Southern Methodist University in Dallas, TX and earlier served as the Assistant Dean for Continuing Education in the School of Business Administration at the University of Missouri-St. Louis in addition to teaching Marketing courses. He has helped thousands in all levels develop their skills for improving performance in their organizations!

Sam is the author of six books, *Developing Positive Assertiveness*, *Self-Empowerment*, *Leading Teams: The Skills for Success*, *Accountability: Managing for Maximum Results*, *Achieving Life Balance* and *Coaching Skills for Leaders*. He is a popular speaker and coach. Sam is Vice President - Membership for the Boulder Area Human Resources Association and is Past President of the Rocky Mountain Chapter of the American Society for Training & Development.

Call (303) 998-0248 or [click here to register today!](#)



## IMPORTANT DETAILS

**TIMES:** All seminars will start at 8:15am and adjourn at 4:45pm daily

**FEES:** 2-day seminars - \$325.00 per person - limit of 16 participants

1-day seminar - \$125.00 per person - limit of 20 participants

### LOCATIONS:

**#1 - Assertiveness Training for Managers (March 19-20)** - Host Organization: Jobing.com, 1391 Speer Blvd., Denver, CO 80203 **Registration deadline March 5**

**#2 - Coaching Skills for Better Performance Management (March 22-23)** - Host organization: ICAT Managers, 3665 Discovery Drive, Boulder, CO 80303 **Registration deadline March 8**

**#3 - How To Communicate With Almost Anyone! (March 30)** - Host Organization: Jobing.com, 1391 Speer Blvd., Denver, CO 80203 **Registration deadline March 16**

### REGISTRATION:

Registration is very simple - just call **(303) 998-0248** or send an email message to [succsyst@comcast.net](mailto:succsyst@comcast.net) and provide the following information for each registration:

- Name and Title
- Organization Name and mailing address
- Registrant's telephone number and e-mail address

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(To pay by credit card click above)

We will send an invoice with the confirmation or you can mail a check to us when you complete the registration. If you want the invoice to be mailed to a specific person or your accounts payable office, please provide that information, too. You can pay with a credit card by clicking on PayPal.com above.

**We hope to welcome you and/or others from your organization to one of these important and valuable training programs! Enrollment is limited so register soon!**

SuccessSystems, Inc. has been providing high quality training for organizations since 1977!



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