

Management Skills for New Supervisors within Tribal Organizations • January 25-26, 2010 – Las Vegas, NV

CLASS ID: HR061LASVE

HOW TO REGISTER

Phone: Call 1-800-992-4489, Monday-Friday, 9:00 a.m.-5:30 p.m. EST.

Fax: Complete the registration form and fax to 703-352-2323 anytime. Payment must be received at our office prior to the start of the session.

Mail: Return registration form and payment to:

Falmouth Institute
3702 Pender Dr., Suite 300
Fairfax, VA 22030.

Online: At www.falmouthinstitute.com

E-mail: info@falmouthinstitute.com

For complete registration policies, please visit www.falmouthinstitute.com or call 1-800-992-4489.

Name: _____ Title: _____
 Department: _____ Organization: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Fax: _____ E-mail: _____

Advanced payment by credit card or check is required. Purchase orders do not constitute payment. Registrations must be received 10 business days before the class start date. After this date, registrations will be taken on a space-available basis and a \$25 late registration fee will be charged.

METHOD OF PAYMENT

Check Credit Card | Card Type: _____ Card Number: _____ Exp. Date: _____

Cardholder Name (Please print): _____ Signature: _____

Individual Tuition Rate (U.S. funds only) \$730 \$ _____
Significant group discounts available! Call 1-800-992-4489 for details.

Please send me manual only* Quantity: _____ \$195 \$ _____

TOTAL \$ _____

* Orders will be shipped upon course completion.
 VA residents please add 4.5% sales tax for manuals only.

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 INSTITUTE**
 3702 Pender Dr., Suite 300
 Fairfax, VA 22030

Our expert instructor will help you to master basic management skills and transition smoothly to management.

Management Skills for New Supervisors

within Tribal Organizations

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During this workshop, you'll explore ways to:

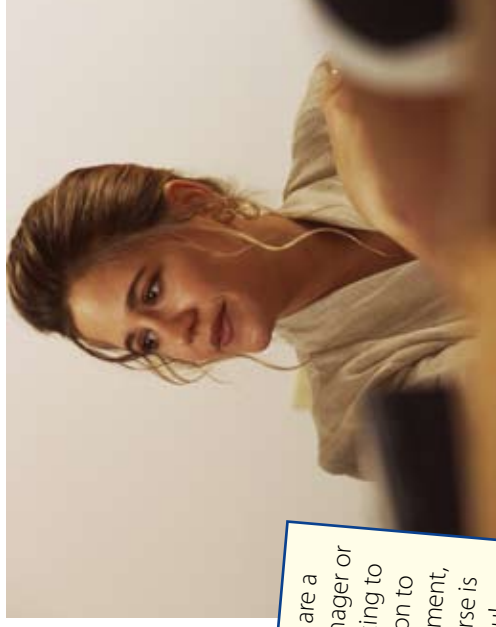
- › Motivate your staff with positive feedback
- › Define your new role
- › Build successful relationships
- › Delegate effectively
- › Develop strategies for dealing with conflict

If you are a new manager or are looking to transition to management, this course is for you!

To register, visit
www.falmouthinstitute.com
 or call 1-800-992-4489.



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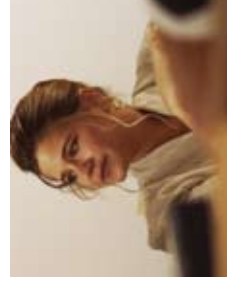


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Transitioning from a managed employee to management can be a difficult process. You'll be responsible for both your work and the work of others. Attend this class where we'll discuss the many things that you can do to make the transition easier.



This class focuses on how to avoid the pitfalls that sideswipe many new supervisors. Learn how to make productive employ-

ees out of people who are not used to you being their manager and how to increase your visibility and earn respect. You'll also learn to utilize the important skills of delegation and motivation. If you're a newly appointed manager or are interested in making the transition to management, this course will help you master basic management skills and smoothly transition to the next level.

This class is perfect for new managers and anyone looking to make the transition to management.

TOPICS INCLUDE

Challenges of the Transition

- › Defining your new role
- › Understanding your new responsibilities
- › Identifying the differences of being part of management
- › Building relationships with each person in your department

Practices of Great Management

- › Adopting a positive and productive attitude
- › Understanding what you and your employees have in common
- › Establishing a sense of direction
- › Achieving personal excellence

Utilize the important skills of delegation and motivation.

Communications Skills that Make a Difference

- › Listening at a deeper level
- › Asking questions that strengthen your connections and get useful responses
- › Using different kinds of feedback
- › Giving constructive criticism

- › Tools to minimize and resolve conflicts

The Art of Delegation

- › What and what not to delegate
- › Determining individual strengths and building on natural talent
- › Delegating effectively
- › Allowing employees to take risks
- › Avoiding delegation traps
- › Fostering commitment
- › Collaborating
- › Establishing a common understanding of success

Motivation

- › Setting realistic goals for yourself, your company, department and employees
- › Empowering people for high performance and a positive work environment
- › Creating momentum and flexibility in your team
- › Conducting meaningful performance reviews
- › Making meetings productive

Controlling Conflict in the Workplace

- › Recognizing and identifying the nature of conflicts
- › Perpetuating problem-solving attitudes

- › Identifying and discouraging enemies from harming your department
- › Developing strategies for dealing with conflict
- › Defining and handling harassment

Topics subject to change.

Please check our Web site for information on these upcoming training sessions:

OSHA Compliance for Construction Projects in Indian Country

February 2010

Grievance and Appeal Procedures for Human Resources Professionals in Indian Country

February 2010

Assessing and Revising Personnel Policies and Procedures for the Tribal Organization

March 2010

Developing Tribal Travel Policies Using IRS and OMB Guidelines

March 2010

ON-SITE TRAINING ON YOUR TERMS

Bring this training to your location! Forget about travel costs and time away from work. Visit www.falmouthinstitute.com or call 1-800-992-4489, ext. 119 for more information.

HANDS-ON CONSULTING SERVICES

Want to make your organization stronger but don't know where to start? We provide comprehensive assessments and solution-based consulting services in law and governance, finance, gaming and human resources. Visit www.falmouthinstitute.com or call 1-800-992-4489, ext. 119 for more information on our customized consulting services.

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