



UNIVERSITY of NEW HAMPSHIRE
Professional Development & Training

December, 2011, through August, 2012, Workshops

that can be used towards the

Supervisory Skills Certificate Program

These workshops are listed on our website at:

<http://www.learn.unh.edu/pcw/pd/sched.php?id=5#6>

"Balancing Work and Life" and "Aging Issues in the Workplace"--Combined Workshops

Portsmouth: CRN 454212, March 29, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This combines the morning workshop in "Balancing Work and Life" and the afternoon workshop on "Aging Issues in the Workplace." You can register for the morning and afternoon workshops separately, or take both for a reduced price that includes lunch. If you wish to register for both workshops, use this CRN. (This is part of the Supervisory Skills Certificate Program, but you do not have to enroll in the program to take this workshop.)

Instructor: Anne Romney is a human resource/management training consultant with over 30 years of experience in corporate, nonprofit and academic settings. Her focus is on promoting healthy organizations to increase overall employee satisfaction, employer retention, and productivity. Both through leadership development and employee training, her work focuses on providing information, support and resources that empower organizations to address some of the extraordinary demands facing employees today. She has an M.Ed. in Counseling and a Certificate in Gerontology, and is a trained support group facilitator from the Alzheimer's Association.

» [Register Now](#)

10 Tools to Keep Your Feedback and Conversation on Track

Portsmouth: CRN 16301, December 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

"Your expectations are unreasonable." "That's not within the scope of my duties." "I'm not the only one who does this. Whom else have you talked to?" If you have heard any of these, or similar, this session is for you! Don't let diverting, evasive or challenging detours take your conversation down a different path. Discover how to answer challenges and deliver feedback in a

way that is objective and minimizes defensiveness. Learn 10 different communication tools to keep your conversation focused and on track. This workshop will show you will how to deliver feedback in an objective and non-judgmental manner, how to respond to challenging rebuttals calmly and assertively, and will allow you to practice 10 communication tools to keep your conversation on track and your conversation under control. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Aging Issues in the Workplace: Supporting Aging Workers and Caregivers

Portsmouth: *CRN 162212, March 29, Thursday, 1-4 p.m., .3 CEUs, \$120*

Many of today's employees are confronted with the emotional and logistical challenges of caring for aging loved ones. Whether living near or far, when a family member becomes less independent and faces physical, safety, mobility and/or issues stemming from cognitive decline, the demands are formidable. This workshop is designed to consider such topics as: when an elder should stop driving, whether living independently is still viable, understanding the difference between normal memory loss and Alzheimer's/Dementia, how to cope with and relate to people suffering from Alzheimer's/Dementia, what living and care options are available, what legal documents should be in place, etc. Whether you are personally dealing with this difficult situation or are the manager or human resource personnel providing support and/or resources to your employees, this workshop will provide information, resources and strategies for coping and problemsolving. (Take this and the morning workshop on "Balancing Work and Life" for \$235. CRN 454212.) (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Anne Romney is a human resource/management training consultant with over 30 years of experience in corporate, nonprofit and academic settings. Her focus is on promoting healthy organizations to increase overall employee satisfaction, employer retention, and productivity. Both through leadership development and employee training, her work focuses on providing information, support and resources that empower organizations to address some of the extraordinary demands facing employees today. She has an M.Ed. in Counseling and a Certificate in Gerontology, and is a trained support group facilitator from the Alzheimer's Association.

» [Register Now](#)

Analyzing Workstyles: Using MBTI to Improve Communication

Portsmouth: *CRN 551212, June 1, Friday, 9:30 a.m.-4 p.m., .6 CEUs, \$250, lunch included*

The ability to communicate and to understand your own and others communication styles is critical to effective organizations and teams. This workshop will help participants discover their personality type using the Myers-Briggs Type Indicator, understand their natural communication style, and learn how to use this knowledge to improve their communication with others. You will learn tips for communicating with people who have the same, similar, or very different

communication styles. You will receive supporting materials that provide an overview about communication skills, strategies, and different styles; practical tips for communicating with others; and developmental tips for each of the 16 MBTI types. (This is part of the Supervisory Skills, Human Resources Management, Professional Coaching, and Project Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Mollie Allen, M.Ed., is a certified coach, teacher and consultant. She works with groups and individuals, adults and children, and has consulted with education, community and nonprofit groups for over 20 years.

» [Register Now](#)

Are You Listening? Developing Effective Listening Skills

Portsmouth: CRN 478212, June 5, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Being a good listener is one of the most important characteristics of an effective communicator. However, studies indicate that most of us don't listen very well at all. Identify the barriers to effective listening and learn about your own listening and responding style. Discuss factors that affect disclosure, including the listener's body language and responses. Have the opportunity to practice several types of responses and explore how they affect the flow of conversation. Practice listening in an interview setting as well as in a conversational setting. Finally, learn what to listen for, and how to adapt our message based on what we hear. (This is part of the Supervisory Skills, Human Resources Management, Communication Skills, Professional Coaching, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

A Workshop for Your Gen Yers: They've Got Talent, They've Got Drive, Now Give Them the Professional Development They Crave

Portsmouth: CRN 477212, June 7, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

If you have talented, younger workers on your staff--members of Gen Y--this workshop may be the answer to your needs. If you want to keep your best younger workers motivated, and groom them for leadership positions, you need to invest in them now...or they'll bring their talent and drive elsewhere. This workshop is designed to provide your GenYers with an understanding of how they can become leaders in their organization and play a central role in its success. It will be an opportunity for you to show them you're interested in their growth and development, and show them you care, that they have a future in your organization, and how THEY can become even more valuable to YOU. In this program, designed specifically for young, up and coming employees, they will learn what employers want most in employees and how to deliver that. They'll learn how to demonstrate leadership and initiative, and how to problem-solve and innovate like an entrepreneur. They will also learn more about Emotional Intelligence and how to cultivate it so they can lead by example and bring out the best in their fellow GenYers. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: David Lee is the founder and principal of HumanNature@Work. He is an

internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He has written and presented extensively on the topic of stress and resilience, and is author of "Managing Employee Stress and Safety," as well as over 50 articles on organizational and individual performance published in trade journals in the U.S. and abroad. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.

» [Register Now](#)

Balancing Work and Life: New Challenges and New Perspectives

Portsmouth: *CRN 161212, March 29, Thursday, 9:30 a.m.-12:30 p.m., .3 CEUs, \$120*

The topic of how to achieve a healthy balance between work and the rest of one's life is not new. Today's multitasking culture along with the ever-present access and demands of technology make the challenges of creating a healthy balance even greater. In this workshop we will look at the demands facing employees in today's 24/7, fast-paced lives and learn tools to prioritize, compartmentalize and organize so you can sustain productive and fulfilling work and personal lives. We will learn the simple technique of using coaching to help others (and yourself!) set goals and action plans. Whether you are an individual looking for ways to achieve better balance, a manager looking to support and optimize your employee productivity, or an HR professional seeking to provide resources to your organization, this workshop will provide insight and strategies. (Take this and the afternoon workshop on "Aging Issues in the Workplace" for \$235. CRN 454212.) (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Anne Romney is a human resource/management training consultant with over 30 years of experience in corporate, nonprofit and academic settings. Her focus is on promoting healthy organizations to increase overall employee satisfaction, employer retention, and productivity. Both through leadership development and employee training, her work focuses on providing information, support and resources that empower organizations to address some of the extraordinary demands facing employees today. She has an M.Ed. in Counseling and a Certificate in Gerontology, and is a trained support group facilitator from the Alzheimer's Association.

» [Register Now](#)

Change Management Toolkit

Manchester/286: *CRN 16304, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Portsmouth: *CRN 460212, May 17, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Organizations change, and often at a breathtaking rate. Ongoing change can be threatening and stressful to employees and teams. Rumors, miscommunication, conflict, poor concentration, and low energy can all be unintended byproducts. But organizations and employees can get ahead of potential negative impacts and remain effective and healthy during change by learning techniques for managing it. In this interactive workshop, you'll build a toolkit of skills needed to help others process change. You'll learn about the dynamics of change and develop an understanding for the stages that people go through as they adapt. It will include practical steps, techniques, and philosophies that encourage creative reactions to change and enhance employee morale. (This is part of the Supervisory Skills and Leadership & Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

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» [Register Now](#)

Communicating and Connecting--Building Strong Relationships

Portsmouth: *CRN 496212, May 24, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Communicating is more than sharing words and ideas. It is really hearing and understanding others and creating a connection with them. The ability to connect is absolutely critical for business success--from new hires to top management. In this workshop, you'll learn: what to absolutely pay attention to every time you communicate. You'll also discuss the importance of differences in communicating well; and how to quickly determine your communication partner's personality and use that awareness to communicate more effectively. You'll learn to listen for the real message, verbal and non-verbal; develop trust--the building block of all good relationships; and communicate in order to keep relationships strong. A technique for talking about difficult topics, while maintaining the relationship, will also be discussed. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps

participants to reach their communication goals.

» [Register Now](#)

Conflict Resolution through Effective Communication

Manchester/286: CRN 495212, April 12, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This workshop shows how differences can enhance relationships and presents skills that will enable you to use conflict as a source of creative solutions. Topics include: dynamics of conflict; assessment of personal resolution styles; what works and what doesn't; and creative skills in conflict resolution. Through respectful communication and enhanced negotiation skills even the most difficult situations may be managed. In-class practice and hands-on skills are a major part of this workshop. (This is part of the Supervisory Skills, Communication Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

Constructive Conversations: How to Foster Honest, Open, Non-Defensive Dialogue about Difficult Issues

Manchester/286: CRN 476212, April 24, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Whether you're trying to improve morale, resolve employee relations issues, or correct performance problems, your success depends on your skill at bringing up issues constructively and then guiding the conversation in a productive direction. This will provide you with practical ideas and techniques for addressing important issues and sensitive subjects in a way that increases the other person's willingness to discuss them maturely and hear your point of view. It will also help you keep the conversation on track and moving toward a productive conclusion. (This is part of the Supervisory Skills and Communication Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: David Lee is the founder and principal of HumanNature@Work. He is an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He has written and presented extensively on the topic of stress and resilience, and is author of "Managing Employee Stress and Safety," as well as over 50 articles on organizational and individual performance published in trade journals in the U.S. and abroad. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.

» [Register Now](#)

Critical Thinking

Portsmouth: CRN 16252, December 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch

included

Manchester/286: CRN 474212, April 3, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

With so much information available to so many in today's work environment, managers who can think clearly and understand and process that information have become much more valuable. Critical thinking is a structured, disciplined approach to problems that results in faster and better decisions. This workshop will teach you critical thinking skills that improve the way you think. You'll learn standards for evaluating thinking processes, explore problem-solving and decision-making techniques, and practice applying those techniques during the session. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the April Workshop

Dealing with Poor Performance

Manchester/286: CRN 472212, March 6, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

One of the most difficult aspects of management is dealing with the performance problems of employees. This offers a practical approach to help you anticipate and prevent such problems and deal with them if they arise. Learn how to: establish a framework for defining performance and identifying various performance problems; use positive approaches to help employees correct deficiencies in performance; give positive and negative feedback; and develop skills in the assertive handling of poor performance issues. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

Disciplining or Discharging the Difficult Employee

Portsmouth: CRN 486212, June 12, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

We've all been there. We've all had to deal with "difficult" or "problem" employees (for example, people that don't follow work rules; have poor attendance; and/or don't get along with coworkers). Changes in the law in recent years make disciplining or discharging these employees more complicated. Afraid to misstep and create liability, or invite a lawsuit, employers frequently choose to ignore the matter or work around the problem. However, this action, or inaction, doesn't make the problem go away, and it often creates more problems for employers. However,

employers can and should enforce work rules, discipline employees for unsatisfactory work or misconduct, and maintain order and control in the workplace. This requires attention and commitment to addressing problems early with appropriate responses. This workshop will offer advice on how to approach these matters and will briefly review the legal framework common to these matters. (This is part of the Human Resources Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: James Reidy, Esq., is an attorney with Sheehan Phinney Bass + Green, practicing in labor and employment law. He represents management in organizations ranging from multi-national corporations, to closely-held, family-owned businesses, to nonprofit and public sector entities. He regularly writes articles and presents seminars on employment law, is a frequent spokesman for the media and to business and associations. He is the moderator of NHLABORNET, the popular Internet discussion group for HR professionals.

» [Register Now](#)

Employee Engagement: Increasing Motivation and Commitment

Portsmouth: *CRN 470212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop provides supervisors and managers with important skills to create greater employee and team alignment for the achievement of the organization's objectives, goals, and success. An engaged employee is one who is motivated beyond the normal duties of their job, is driven by the organization's vision, understands their value in the organization, and consistently demonstrates behavior that supports the organization's interests. You'll learn the importance of investing time in coaching and development to retain your best employees; and you'll understand how to create an environment of trust and collaboration that allows employees to be engaged and optimizes business performance. (This is part of the Supervisory Skills, Leadership and Management, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: David Liddell is president and founder of SKYE Business Solutions, advising on how to improve performance and results. Based on more than 20 years' experience in organizational and business development, he evaluates organizations and their employees to identify opportunities for increased efficiencies and productivity. He is also a certified trainer with 360 Solutions, LLC, and Profiles International, Inc. and designs training to enhance performance, leadership, teams, strategy and organizational development.

» [Register Now](#)

Employment Law--from Soup to Nuts

Manchester/286: *CRN 485212, March 27, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop is a must for managers, supervisors and human resource professionals. It will include a review of employment law issues and compliance requirements from recruitment and hiring to compensation and benefits. You'll also cover policy development and enforcement as well as employment termination. Compliance requirements and the common employer mistakes and how to avoid them will also be discussed. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: James Reidy, Esq., is an attorney with Sheehan Phinney Bass + Green, practicing in labor and employment law. He represents management in organizations ranging from multi-national corporations, to closely-held, family-owned businesses, to nonprofit and public sector entities. He regularly writes articles and presents seminars on employment law, is a frequent spokesman for the media and to business and associations. He is the moderator of NHLABORNET, the popular Internet discussion group for HR professionals.

» [Register Now](#)

Fostering Individual and Organizational Accountability

Portsmouth: *CRN 464212, June 14, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Are you and/or your employees stuck in a victim cycle, playing the blame game when it comes to unsatisfactory performance and lackluster results? In this workshop, you'll discuss how it is possible for a workplace to unintentionally fall into this pattern-and how to break away from it. You'll learn a step-by-step approach to personal and departmental accountability and how supervisors and managers can foster such an organizational climate. Discover how to empower yourself and others with the can-do attitude that is vital to personal and organizational success! (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Foundations of Supervision

Portsmouth: *CRN 475212, March 1, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop is designed to improve the skills of individuals currently in, or moving into, supervisory and managerial positions. Through exercises, discussion, and self-assessment tools, you will develop an understanding of the fundamental concepts of effective supervision. You'll learn: the role of the supervisor/manager; management styles; how to promote good performance and job satisfaction; and effective communication skills. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: David Lee is the founder and principal of HumanNature@Work. He is an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He has written and presented extensively on the topic of stress and resilience, and is author of "Managing Employee Stress and Safety," as well as over 50 articles on organizational and individual performance published in trade journals in the U.S. and abroad. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.

» [Register Now](#)

Getting Along with Difficult People

Portsmouth: CRN 473212, March 29, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Who is your "difficult person"? Co-workers, supervisors, managers or customers can be difficult to work with at times. Learn how to identify and isolate the difficulty, to understand and manage "your own" buttons, how to improve communication, how to manage conflict, and how to maintain healthy power balances in the work relationship. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

Good Grammar: A Refresher Course

Portsmouth: CRN 492212, May 8, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Grammar is often an obstacle for even the most intelligent and articulate of us. The way we handle-or mishandle-language seriously impacts our ability to do justice to our ideas. We want to be clear and compelling communicators, but we worry about being judged instead by our pronouns and clauses. It doesn't have to be that way! You can learn to competently apply the rules and customs of effective language without reliving the agonies of the sixth grade. This offers a review of the key points of grammar, with some attention to punctuation and style. You'll do a self-assessment of your skills and develop helpful strategies for continuous improvement. (This is part of the Supervisory Skills, Train the Trainer, Communication Skills, Human Resources Management, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Making Online Meetings and Training Effective--from Basics to Best Practices--A Live Online Workshop

Online: CRN 151212, May 30 and June 1, Wednesday and Friday, 2-3:30 p.m., .3 CEUs, \$95

Several factors today are influencing the way we do business. The global economy, the increased trend for businesses to locate projects and project teams around the world, the desire for multi-site businesses to train employees with the same set of standards and procedures, and the need to communicate 24/7 with stakeholders--no matter where they are located--have created a demand for the virtual office, virtual training site, and virtual meeting. For organizations, synchronous online gatherings have the advantages of being cost-effective, flexible, and environmentally friendly; for those attending they offer convenience, interactivity, and visual richness. This two-session, live, online workshop is both for those just beginning to investigate meeting or training online, as well as those who have made a start but would like to be more effective. You'll get acquainted with best practices for creating (or adapting) content, preparing for delivery, and keeping participants engaged. You'll also get some tips for choosing a

delivery platform that is suited to your meeting or training needs, and you'll experience the techniques that make online sessions lively, productive, and fun. Just as there is an art to live, in-person communication, there is also an art to virtual communication, and this workshop will demonstrate how to make online meetings and synchronous (live) online training just as effective as face-to-face sessions--sometimes even more so! Whether the participants use a mobile device, a laptop, or a desktop computer, it is essential that communication be not only accurate, but also captivating enough to keep the participant engaged and "tuned in." The workshop will be conducted through the use of one of the more popular business applications for online delivery, so you will also get a better idea of how the technology works and the features that can be used to make your virtual meetings or training more engaging. During the first session you will cover: when to work online vs. on-site, choosing the right platform, and considerations for design and delivery. During the second session you will have a chance to practice: uploading slides, sharing documents, and using presenter tools. This workshop is geared to managers, supervisors, project leaders, human resource personnel, trainers, and any business professionals needing or wanting to communicate through online formats. (This is part of the Leadership & Management, Supervisory Skills, Train the Trainer, Human Resources, and Communications Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Marya Danihel, M.A., has been training adult business writers since 1989, when she joined one of the country's premier writing training firms, Better Communications, as an instructor. In 1998, she became the company's Director of Instructional Quality, and in this role created a variety of writing courses as well as trained other facilitators. She has taught across the U.S., in Europe, and online for clients including Deloitte, General Motors, Towers Perrin, Sony Electronics, Fidelity Investments, Genzyme, Mathworks, and the U.S. government. She has also written for many publications and edited business documents of all kinds, including nonfiction books. Currently she designs and delivers communication courses online as an associate of Hemsley Fraser U.S. and The Presentation Company.

» [Register Now](#)

Making Your Business Writing More Effective--Including Email!

Manchester/286: *CRN 491212, March 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Business writing has always been important to communicating effectively, but it is even more important now as more people use email as their primary means of written communication at work. Although it offers speed and simplicity email also presents the hazard of miscommunication and "missed communication," often with unintended results. This workshop will cover the basic principles and practices for effective business writing, no matter what medium you use. You'll review commonsense practices organized into a process that will enable you to be a good writer. You'll be introduced to the steps of the process and then have a chance to try them out. You'll then focus on the particular issues involved with email communication. You'll look at how business writing principles apply to email and how email differs from other approaches. You'll determine when to use email and when not to, how to express yourself so you'll be understood, and what to avoid in email communication. (The instructor requests, if possible, that you bring examples of business writing and/or email communication from work to use during some of the workshop exercises.) (This is part of the Communication Skills, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Managing Time and Avoiding Burnout

Portsmouth: *CRN 16307, December 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop is designed to assist you in making the best possible use of your time and in recognizing stress in your environment and redirecting it for positive results. It is an informative, practical program for every employee who must meet deadlines, make decisions, and resolve conflict. This workshop is especially designed for high achievers who are interested in developing and harnessing the principle that good time management is necessary for optimal performance and overall wellness. You will: develop a personal time plan and learn how to save up to two full hours every working day; learn techniques on how to avoid burning out; develop a systematic approach to planning and organizing time; and find ways to conquer procrastination and cut down "Time Wasters". (This workshop is part of the Supervisory Skills Certificate program, but you do not need to be enrolled in the program to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Mastering Multiple Projects, Priorities and Demands

Manchester/286: *CRN 456212, March 20, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

In a demanding workplace, the most exhausting burden can be the committed person's feelings of stress and disappointment. Deadlines, expectations, tasks, interruptions, and simultaneous priorities can clash and create gridlock. Yet there are those who deftly field new challenges, while regularly, and calmly, turning out quality results and fresh ideas while enjoying their work. How do they do it? This workshop will help you learn the practices and methods you need to master multiple priorities and projects in a demanding workplace. Topics include: effective problem solving; tools to monitor progress in improving productivity practices; examination of teamwork; and persuasion methods to mutually support work group productivity. (This is part of the Supervisory Skills, Human Resources Management, Train the Trainer, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Nine Keys to Team Synergy and building a Culture of Competitive Excellence

Manchester/286: *CRN 465212, June 7, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch*

included

Sport is a metaphor for business and the playing field is the canvas to deliver a powerful message to people in the business world. Team synergy and competitive excellence are the X-Factors that make good companies great. These keys will help you unlock your team's maximum potential and teach you the process behind why winners win consistently. The program will give you an actionable game plan you can immediately implement within your organization. You will learn how to incorporate strategies that help the underdog transition from adversity to advantage in today's competitive environment. You will develop a process to create your own momentum in business and define the little things that make a big difference in your individual and team performance. The "coachability factor" and its power to maximize team potential will be discussed as well. (This is part of the Leadership and Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: John Brubaker is a performance consultant, speaker and author of the forthcoming book "Overtime Victory." Using a multidisciplinary approach, he helps organizations and individuals develop their competitive edge. He has a master's degree in personnel psychology and has completed doctoral coursework in Sports Psychology. He is also in the process of co-authoring a new book on Leadership that will include contributions from several prominent leaders, such as Warren Bennis, George Mitchell, and others.

» [Register Now](#)

Peak Performance Strategies: The Missing Link to Becoming Your Best in the Sport of Business

Manchester/286: CRN 466212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

It's tough out there! Today's business environment can pose a challenge to the most seasoned business professional. Participants in this workshop will learn how to create a personal environment for sustained high performance in the face of adversity, mounting pressure, and ever-changing economic times. The workshop addresses the three elements of peak performance: mind, body and spirit. You'll walk away with straightforward, actionable tools to turbo-charge performance. This workshop also will include mental toughness strategies to help you perform your best when it matters most. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: John Brubaker is a performance consultant, speaker and author of the forthcoming book "Overtime Victory." Using a multidisciplinary approach, he helps organizations and individuals develop their competitive edge. He has a master's degree in personnel psychology and has completed doctoral coursework in Sports Psychology. He is also in the process of co-authoring a new book on Leadership that will include contributions from several prominent leaders, such as Warren Bennis, George Mitchell, and others.

» [Register Now](#)

Presentations without Panic

Manchester/286: CRN 494212, April 17, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

For most people, the idea of making a presentation generates panic. In this workshop learn a step-by-step process that will help you turn that panic into poise. Learn how to identify your purpose, organize information for "flow," and design memorable introductions and conclusions. Learn how to analyze your audience and adapt your material accordingly, and get techniques for

managing nervousness and developing your own style of delivery. (This is part of the Communication Skills, Supervisory Skills, Human Resources Management, Train the Trainer, Sales, and Grantsmanship Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

Promoted from Within: Stepping Up to Supervisor

Manchester/286: CRN 462212, March 22, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Making the transition from staff member to supervisor can be especially challenging. This addresses some of the challenges unique to the employee who has recently been promoted from within. Through self-assessment and case study discussion, you'll have the opportunity to determine your preferred supervisory style and identify ways to modify your style to bring out the best in others. Discussion will focus on: developing confidence and getting comfortable in your new role; assertiveness vs. command and control; gaining the respect of staff, peers and management; building credibility and influence; dealing with passive-aggressive or resistant employees; maintaining friendships with former peers (separating personal and business issues); and more. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Recognition & Rewards: The Secrets of Motivation

Manchester/286: CRN 467212, April 5, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

The questions most often asked of business consultants today is: "How can we motivate employees during these hard economic times?" This question implies that there are gimmicks, strategies or costly techniques that, once discovered and implemented, will double or even triple employee motivation and resulting productivity. Motivation that lasts is not something management does but rather an ongoing process--in good times and hard--that management fosters and allows to happen. This seminar will address the issue of recognition and rewards, and how managers can unlock employee potential by utilizing non-cash programs. You will learn how to create a supportive, productive and fun team environment, strengthen morale and keep employees satisfied, inspire employees to reach (and exceed) their potential, and eliminate negativity, lackluster work, and poor attitudes from the team. All without giving big pay increases and cash bonuses. You'll discover the secrets to a fool-proof rewards system and be ready to implement cost-effective recognition and rewards programs that foster "engaged"

employees. (This is part of the Leadership & Management, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Sexual Harassment: Dealing with It, Preventing It, and Staying in Compliance

Portsmouth: *CRN 483212, May 17, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Your workforce can only operate at peak performance if each employee feels safe and un-harassed. This workshop will talk frankly about sexual harassment: what it is, how to prevent it, and how to comply with the law. If you have situations of sexual harassment in your workplace, you will learn how to deal with it when it happens and how to conduct internal investigations. (This is part of the Human Resources Management, Supervisory Skills, and Leadership and Management Certificate programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Skillful Negotiating for Everyday Business

Portsmouth: *CRN 16299, December 6, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Manchester/286: *CRN 471212, April 10, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop provides you with an advanced understanding of the negotiation process and how to ensure a favorable outcome. By breaking down the process, you'll understand why negotiation skills are important, how to prepare for a negotiation, different negotiation styles, and how to define clear agreements. These skills can be used in a wide variety of business situations and in day-to-day interactions. The workshop will provide you with practical skills that increase your confidence at the negotiation table and enhance your success in getting the deal results you want. (This is part of the Leadership & Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Christine Carberry is a Certified Strategic Alliance Professional (CSAP) currently consulting with businesses and organizations interested in building strong collaborations. She has expertise in alliance management, strategic planning, program management, operations,

training and development, and broad experience in the biopharmaceutical industry, advancing Biogen Idec from a biotech pioneer to a Fortune 500 company. For the past seven years, she was VP of Program and Alliance Management at Biogen Idec in Massachusetts. Previously she held many positions in technical operations. She holds a Master's Degree in Innovation and Technology Management, Certificates in Management and Biotechnology Strategy from Harvard University, and a Bachelor's Degree in Biochemistry.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the April Workshop

Strategic Influencing Skills: Influencing with Impact and Integrity

Portsmouth: *CRN 16260, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Portsmouth: *CRN 457212, April 13, Friday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Based on two decades of research of successful leaders in profit and non-profit work settings, this seminar has been developed to show how to gain access to a seat at the decision-making table of your organization or group. Building on your own experience, explore ways to influence others at work. Topics include: understanding power and systems dynamics; influence mapping within your organization, how to access resources and build support, how to deal with diverse interests, build coalitions in a time of uncertainty, and move ideas in the face of resistance. You'll develop pragmatic strategies tailored to your unique challenges and job responsibilities. Come prepared with an issue, initiative, idea you want to implement at work. This seminar builds on and will expand your skills and insights for effectiveness in your workplace and applies to whatever type of organization you're in, whether it's business, government, services, or academia. (This is part of the Leadership & Management, Supervisory Skills, Human Resources Management, and Professional Coaching Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Carlotta Tyler, M.S.O.D., Associate Certified Coach (ACC) from the International Coaching Federation (ICF), has conducted a successful coaching and consulting practice on five continents for three decades. Formerly marketing director for a computer manufacturer, elected leader at municipal, state, and national levels, and founder of two corporations, her career has taken her from community development to corporate boardrooms, from parenting to politics, from Boston to Bangkok. A pioneer in developmental coaching, she crafted the Continuous Improvement Career Coaching© Model. She is also an alumna of UNH, American University, and National Training Institute in Washington, DC, and the Program on Negotiation at Harvard Law School. She is certified in Myers Briggs Type Indicator (MBTI), and is a Gender Reconciliation Trainer, a Reiki Master, and trained in RYSE at the Polarity Institute.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the April Workshop

Supervisor's Boot Camp

Durham:: *CRN 552212, May 1, Tuesday, 9 a.m.-4 p.m., check-in 8:30 a.m., .6 CEUs, \$250, lunch included*

This one-day institute is designed for individuals who are newly promoted to the supervisor's role or who wish to gain knowledge and skills that will enhance their professional skills as supervisors. The day will focus on four parts. Session 1: Now You're in Charge: Building and Establishing Credibility With Your Employees. Effective supervision begins with credibility. A few

lucky individuals seem to be born with it, but for most new supervisors it is something that is developed over time. Supervisors who are credible are better able to lead teams, build relationships, and achieve business results. Just what is this essential quality? How do you develop it? And just as important, who needs to believe you are credible? In this session you will discover how others define credibility and learn 8 strategies for building trust and credibility with your staff, boss and key members of your organization. Session 2: Who's the Boss--Is Time Managing You or Are You Managing Time? Do you ever wonder how the day can fly by without you accomplishing what you had set out to do? It happens to everyone, but there are ways to put you back in charge of your daily agenda. Most traditional time management systems include four basic steps: plan, prioritize, schedule, and follow the plan. While this system works just fine for some of us, many of us find these four simple steps impossible to follow. During this interactive workshop, we'll explore why traditional time management doesn't work for everyone. Identify the differences between monochronic and polychronic time, and assess whether you are a divergent (right-brain) or convergent (left-brain) thinker. Discover how you can use these insights of working and thinking preferences to improve your time management, avoid time wasters and decontaminate time. Lastly we will discuss strategies to handle interruptions, email, paperwork and procrastination. Session 3: Respectful Communication. Workplace surveys usually list "communication" as the major problem. Sometimes the feedback focuses on the lack of direct and honest sharing of information, but a common theme also identifies miscommunication or poor delivery as a primary source of tension. This session challenges longstanding beliefs about the most effective ways to interact. It invites participants to examine what has traditionally been accepted as proper communication in the workplace and questions the effectiveness of what most of us have been taught about the communicative process. Session 4: Guiding Your Crew Through Stress and Change. There are two commonly held beliefs that will be challenged in this session. One is that stress is the result of hard work. It is actually the result of working hard and not accomplishing what you want to accomplish. It's not hard work that leads to burnout, but the gap between what is expected and what is realistically possible. Secondly, the notion that only negative change is stressful is not true. Positive change can be just as stressful as negative change because with every gain, there is a loss. This session will focus on the myths surrounding these concepts and approaches that help. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery. **Instructor:** Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

Teambuilding for Increased Productivity

Portsmouth: CRN 16251, December 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Portsmouth: CRN 458212, May 15, Tuesday, 9 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Teamwork is the key to success in today's work environment. The speed in which teams and work groups come together to solve problems and meet deadlines is a critical factor in an

organization's ability to remain flexible, responsive, and competitive in the marketplace. In this workshop you'll look at the very center of any team's effectiveness and efficiency-the individuals' ability to quickly form productive working relationships with one another. Inclusive and empowering team leadership that guides without dampening creativity will be a focus throughout the day. (This is part of the Supervisory Skills, Human Resources Management, and Project Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the May Workshop

Understanding and Interpreting Financial Statements

Manchester/286: *CRN 16309, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop will introduce you to the four basic financial statements that all publicly-traded firms must publish: the income statement; the balance sheet; the statement of retained earnings; and the cash flow statement. It will explore and explain the components of each statement with a focus on interpreting the information in order to see and understand the financial condition of the firm. You will learn about the basics of ratio analysis as a tool for comparing the firm to its rivals and as a method for interpreting trends in the firm's own performance over time. Ratios measuring profitability, liquidity, debt, cash flow, operating performance, and investment valuation will be explained. You will also be introduced to web resources for future use. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jack MacMillan, MBA, is a Lecturer at UNH and has taught economics, financial accounting, financial management, and managerial accounting at Regis College, Daniel Webster College, and Granite State College. He also has taught business communications at Babson College, UMass Lowell, and Cornell University.

» [Register Now](#)

Under Pressure: Solving Problems while Maintaining Focus and Clarity

Portsmouth: *CRN 468212, March 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Solving problems is an integral part of the role of the leader or manager. We all solve problems, sometimes individually, sometimes within groups or teams. Add equal doses of pressure and stress, and clarity in problem-solving becomes all the more crucial. In this workshop you'll take a brief survey to determine your problem-solving style and learn to identify the problem-solving styles of your colleagues. We'll discuss how pressure and stress can impact and aggravate the process. We'll discover strategies to address style differences and ways to achieve greater success in solving the right problems, while reducing your stress. (This is part of the Supervisory Skills Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Utilizing Lean and Six Sigma Concepts for Improved Quality and Continuous Improvement

Portsmouth: *CRN 571212, April 12, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$285, lunch included*

In today's competitive world in order to survive, companies and organizations must improve continuously in both products and services. Lean systems and Six Sigma are time-proven concepts that have been used by organizations for over 50 years. First developed by Dr. W. Edwards Deming during the rebuilding of Japan after World War II, these concepts and tools when used in a team environment, will systematically improve the system where applied. In this seminar, you will get an overview of Lean Thinking. You'll discuss how to apply lean thinking to prevent and reduce waste, monitor cost, improve the overall wellness and health of the organization. You'll look at various tools that you can use to implement continuous improvement, and you'll discuss the dynamics necessary for the improvement of efficiencies and waste reduction. (This is part of the Leadership and Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: F. Woody Thornton, MBA in Quality Leadership and Human Resources, has extensive experience in ISO 9000; ISO 13485; Malcolm Baldrige Quality Systems; and several other quality, lean, and continuous improvement systems. He has done work in the implementation of Lean 5S, Continuous Processes Improvement, Balanced Scorecard, and strategic development and implementation; and has held managerial and engineering positions at three Fortune 500 companies specializing in the food, plastics and medical device fields. Currently he is a consulting General Manager for a private R&D company in the field of electro-magnetism and nanotechnology; and he also consults to the food industry.

» [Register Now](#)

When Attitude is the Problem

Portsmouth: *CRN 463212, May 22, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Attitude is a term loosely used to explain many aspects of poor employee performance, but it can be a tough problem to combat. As a supervisor or manager, how do you objectively identify and measure specific employee behaviors that indicate a "poor attitude," and when and how should you take disciplinary action to correct these undesirable behaviors? In this interactive workshop, you'll learn techniques to effectively discipline employees who are uncooperative, angry, complaining, gossipy, quick to blame others, or exhibit other signs of poor attitude. Learn what questions to ask yourself before taking disciplinary action against an employee, and how to deal with the disciplinary session. Practice techniques for communicating with problem employees and learn how to develop an action plan for correcting problem behaviors. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in these programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in

helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)