

REGISTER NOW FOR THIS LEADERSHIP SEMINAR!



AND HUMAN RESOURCES
California State University, Stanislaus
PRESENT

Coaching and Mentoring Skills for Supervisors, Managers and Team Leaders

MARCH 7, 2007
8:30 A.M.—4:00 P.M.
CALIFORNIA STATE UNIVERSITY, STANISLAUS

Nowadays, you simply can't afford to rely on mere supervisory skills to be an effective leader. To achieve phenomenal leadership results, you must become an effective coach and mentor. This intensive workshop shows you how.

**Don't miss
this seminar!
Register
on-line
today.**

Questions?
To talk to a real
person about
this seminar,
call us at
(888) 200-4499
or
(562) 951-4403.

WANTED: **Leadership Success**

REQUIRED: **Strong Coaching and Mentoring Skills**

You'd like to be a successful leader, right? Of course you would, or you wouldn't be reading this brochure. Still, you're probably asking yourself, "How can I make sure I'm as effective as I can be ... how do I get results when the role of leader keeps changing?"

Your job *is* changing all the time. It's a sign of the times. There's more to be done and few employees on your staff to get things done; employees change jobs more frequently, leaving you in constant retraining mode; your staff feels frazzled by the hectic pace; the talent pool for the skills you need seems to be more shallow than ever before; and you're wondering how to clear all these leadership hurdles to get the results you need.

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Systemwide Professional Development
Office of the Chancellor
California State University
401 Golden Shore
Long Beach, CA 90802
www.TheSource.calstate.edu

REGISTER ONLINE!

Attend this workshop because the best step you can make today to be a more effective leader from now on is to build your coaching and mentoring skills!

The Keys to Leadership Effectiveness Today: Coaching and Mentoring

The old rules of management and supervision simply don't work with today's complex workforce. That's why the most effective leaders in America now rely on the power of coaching and mentoring to lead their teams to success. This skill-packed, one-day workshop is guaranteed to build your know-how in these all-important leadership skills—and to help you be a more effective leader, starting immediately.

Take Your Employees' Skills to the Next Level Through Mentoring

Effective mentoring is also vital to your leadership success, and you're guaranteed to learn it here. It's through mentoring that your most valued employees can realize their full potential and take their skills to the next level. Great talent is hard to find and harder to keep—and mentoring improves employee retention, as individuals who're growing and developing on the job are less likely to leave.

Get Solutions to Your Toughest Leadership Problems

Essential Coaching and Mentoring Skills is the ultimate one-day workshop on this leadership topic. You'll gain tools, techniques and strategies guaranteed to solve tough problems like how to get employees to take the initiative, how to motivate team members to achieve even more, how to keep staffers' personal problems from affecting work and more. In short, you'll learn how to build a rock-solid team of winners!

Why mentoring is key to greater leadership success ...

It's a no-brainer: the more talented your staff is, the better your results will be—and the further you'll go in your career. Too often, otherwise good managers ignore the concept of mentoring and they pay a heavy price. Because they don't help their team members take their skills to the next level, such managers stagnate in their positions while leaders who effectively mentor their people move ahead.

Master the techniques you need to build a high-performance team that gets phenomenal results!

To keep growing as a leader today, you've got to plan for the continuous development of your staff members. This workshop will arm you with easy-to-apply mentoring techniques that will help you realize the full potential of the people you lead. And the better they perform, the better you look as their leader!

Effective project managers are required to be experts in planning, prioritizing, scheduling, budgeting, negotiating, organizing, controlling costs, handling change ... not to mention recruiting, motivating, coaching and refereeing the project team!

7 Big Reasons To Enroll In This Workshop Right Now!

- 1 Solve real-world problems you face every day as a leader.**
- 2 Build on your unique leadership style for greater effectiveness.**
- 3 Mentor employees to grow their skills to the next level.**
- 4 Coach a team of motivated, productive winners.**
- 5 Create a high-energy team environment where cooperation flourishes.**
- 6 Boost performance through effective feedback.**
- 7 Become a confident, effective leader who earns respect.**

Highlights from the Workshop Agenda

Essential Skills for Effective Leaders

- Critical qualities all successful leaders must possess
- Your unique leadership style: recognizing your strengths and limitations
- Understanding the crucial differences between managing and leading
- The secret to making your employees feel valued by you and the organization

Coaching Employees to Peak Performance

- Keys to effective coaching
- How-to's for establishing a more positive, energized work environment
- Different coaching approaches for different employees
- Better-than-money motivation techniques every leader should know
- Using the "Plan of Action" chart to keep individuals focused on the task at hand

How to Coach Underachievers to Success

- Recognizing the reasons for employee mistakes and frustration
- How-to's for handling the most common employee problems
- Steps for discussing performance issues effectively in a face-to-face meeting
- Understanding your role when an employee brings personal problems to work
- Holding employees accountable—the bottom-line in dealing with underachievers

Mentoring Team Members to Take Their Skills to the Next Level

- Why the best leaders are also strong mentors
- Essential how-to's for successful mentoring
- Common mentoring mistakes and how to avoid them
- Empowering employees to tap their personal strengths to exceed your expectations
- How to plan for each employee's continuous development

Communication Techniques Every Leader Must Master

- How to give clear, precise instructions that can't be misunderstood
- Steps to providing feedback that results in positive change, rather than anger and defensiveness
- Improving your listening skills and doubling your effectiveness
- What-to-say-when tips for lessening—or even preventing—verbal attacks
- Strategies for keeping the lines of communication open

Using Coaching and Mentoring to Create a Stronger, More Effective Team

- Techniques for building trust and mutual respect
- Power tips for boosting cooperation and teamwork
- How to keep your team up and energized under pressure, crisis and change
- 4 ways to overcome the "inherited employee" syndrome
- Spotting employee burnout before it's too late—and how to help

How to Register

Complete your registration and payment online. It's the easiest, quickest, and only way to register. Go to www.TheSource.calstate.edu >Seminar Registration and take the link directly to the registration input page. You will need a form of payment at the time of registration.

Course Information

DATE AND TIME: March 7, 2007; 8:30 a.m.-4:00 p.m.

LOCATION: CSU Stanislaus, 801 West Monte Vista, Turlock, CA 95832

MEALS: Beverages provided; lunch on your own

REGISTRATION FEE: \$139; \$119 if registered before March 1.

CSU STANISLAUS EMPLOYEE COURTESY FEE: \$109 (As the hosting campus, this fee is available for Stanislaus employees only.)

Campus Information—CSU Stanislaus

Please go to <http://www.csustan.edu/> for information about the Stanislaus campus, maps, parking regulations, and driving instructions.

Payment Options

Online transactions can be paid with credit card, purchase order, or check. It is your responsibility to print your own invoice and pay from that invoice. Checks should be mailed directly to REGISTRATION CENTRAL ACCOUNTING, Office of the Chancellor, 401 Golden Shore, Long Beach, CA 90802.



Your check payable to CSU TRUSTEES TF047-1058 should accompany your invoice in order to be properly credited to your registration account.

Confirmation

Your registration will be confirmed electronically to your e-mail address within minutes of entering your information. If you do not receive an e-mail confirmation, we do not have your registration. Please phone us at (888) 200-4499 (toll free) to inquire.

Hotel Information

Check the registration site for link to the closest hotel to the campus. There is not a room block held for this seminar. Request a government rate when making your hotel reservation.

Completion Certificate

Personalized and signed completion certificates will be available at the conclusion of the seminar. Certificates must be claimed by the named individual and will not be mailed.

Cancellation Policy—IMPORTANT

If you must cancel, you may do so online by returning to your individual registration transaction. A cancellation fee of \$25 will be assessed for cancellations for any reason. Cancellations less than **5 calendar days** prior to the seminar will be assessed the entire registration fee. No-shows are not entitled to a refund or credit towards another seminar.

If you are unable to cancel within the specified time, please feel free to send a substitute in your place. You may enter the name of your substitute to your registration file online.

Seminar Presenter

James Jeffley

Oakland

An international trainer, James Jeffley has taught extensively throughout the U.S., United Kingdom, Canada and Australia. He has taught a variety of technical courses and managed CompUSA's Technology Training Center, where he was responsible for sales, human resources and staff development. James has also owned and managed an entertainment/event planning company, which provided services to major corporations, individuals, professional sports teams and White House staff. A trained and professional coach, James' teaching style has been described as "creative," "visionary" and "outside the lines." He helps organizations achieve their goals by sharing his skills and experience in training, coaching and developing people. James also teaches workshops in presentation skills, team building, communication, handling difficult people, creativity, and criticism and discipline in the workplace.

Questions? To talk to a real person about this seminar, call Laurie Faure toll free at (888) 200-4499 or (562) 951-4403.

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