

YTA *2009/2010 Series* Yuma Training Alliance

- **EQ Basics: *A Powerful Introduction to Emotional Intelligence***
Pat Gangi
November 10, 2009, 8:00 a.m. - Noon
- **The Humor Advantage: *How Laughter and Play Boost Workplace Performance***
Mary Feeley
December 8, 2009, 8:00 a.m. - Noon
- **Situational Leadership: *Tips, Techniques, and Key Concepts***
Laura Royal
January 26, 2010, 8:00 a.m. - Noon
- **Effective Problem Solving and Decision Making:
*How to Use a Logical, Consistent Approach
to Nearly Any Challenging Situation***
Laura Royal
January 26, 2010, 1:00 - 5:00 p.m.
- **Communication Skills for Boosting Team Effectiveness**
Heather Keller
February 23, 2010, 8:00 a.m. - Noon
- **Improving Written Communication: *Gaining Clarity, Accuracy, and Impact***
Heather Keller
February 23, 2010, 1:00 - 5:00 p.m.
- **Change Skills: *Career-Enhancing Tips and Techniques***
Jim Temme
March 23, 2010, 8:00 a.m. - Noon
- **Project Management: *The Critical Fundamentals***
Jim Temme
March 23, 2010, 1:00 - 5:00 p.m.
- **Conflict Management: *The Important Basics***
Susan Grace
April 20, 2010, 8:00 a.m. - Noon
- **Negotiation Skills: *Key Tips from the Pros***
Susan Grace
April 20, 2010, 1:00 - 5:00 p.m.
- **Valuing and Managing Diversity**
Chloe Ann Hanken
May 4, 2010, 8:00 a.m.- Noon

(All sessions held at Yuma Civic & Convention Center and include a continental breakfast for morning sessions.)

A Public & Private Sector Collaboration for Individual, Organization and Community Development

NOVEMBER 10, 2009, 8:00 a.m. – Noon

EQ Basics: *A Powerful Introduction to Emotional Intelligence*

Overview: Emotional Intelligence (EQ) is the make-or-break factor in workplace success. Research has shown that 58% of job performance is related to how well you understand and manage your own emotions, how effectively you pick up on emotional cues from others, and how well you use this information to build productive work relationships. In this introductory course you will learn about the four basic EQ skills of self-awareness, self-management, social awareness, and relationship management, and begin to develop personal guidelines for expressing emotions in a way that will contribute to your success and satisfaction in the workplace.

Benefits you'll gain from this program:

- Improved relationships.
- Greater productivity.
- Increased value to your team and organization.
- Greater job satisfaction and career options.

Learning Outcomes: By the end of this program, you will be able to:

- Define emotional intelligence and explain why it matters.
- Better recognize your own emotions and emotional patterns (increase emotional self-awareness).
- Identify ways to more effectively manage your emotions (increase emotional self-control).
- Better recognize others' emotions (increase social awareness).
- Identify strategies for working more effectively with others (enhance workplace relationships).



Pat Gangi

Who Should Attend: Anyone interested in improving work performance by better understanding and managing thoughts, feelings, and actions.

About the Presenter: Dr. Pat Gangi is an expert performance improvement consultant who creates and facilitates customized workshops and seminars to meet each client's unique needs. Prior to founding her private consulting and training firm in 1994, Gangi served for six years as Director of Management Development, Quality Improvement, and Training for a renowned 5-star Arizona resort. She holds a doctorate in Instructional Design from Arizona State University. Her special areas of expertise include building ethical cultures, customer service initiatives, emotional intelligence training, and coaching.

DECEMBER 8, 2009, 8:00 a.m. – Noon

The Humor Advantage: *How Laughter and Play Boost Workplace Performance*

Overview: Your ability to interact effectively and positively with others is critical to successful relationships. Positive and appropriate humor is the most powerful communication device available. Humor has the power to enhance your image, reflect a positive attitude, reduce conflict and create a culture of true teamwork. In this fun-filled, half-day program, you will learn how cultivating a humorous perspective will enhance your ability to learn, stimulate your creativity, relieve stress, and help you cope with challenges and constant change. Laugh while you learn how the humor advantage can help you become a more positive and productive person...personally and professionally.

Benefits you'll gain from this program:

- Expand your emotional intelligence "toolkit."
- Increase interpersonal effectiveness.
- Boost creativity.
- Enhance your ability to learn.
- Reduce stress and build resilience.

Learning Outcomes: By the end of this program, you will be able to:

- Understand what your personal barriers to humor communication are.
- Discover and describe the six critical factors that benefit from the humor advantage.
- Learn "comical correctness" by understanding humor timing, motive and content.
- Minimize humor hazards by learning what kind of humor *not* to use and how to assess humor communication for potential "landmines."
- Learn how to develop and cultivate your sixth sense—your sense of humor.



Mary Feeley

Who Should Attend: Anyone who would like to learn how laughter and play can boost performance and productivity.

About the Presenter: Mary Feeley, C.S.P. (Certified Speaking Professional), has over 22 years of business experience from front line to executive level in both the public and private sectors. In addition, she is an award-winning stand-up comedian who has performed in top comedy clubs throughout the United States. Her presentations are a perfect blend of message, motivation, and mirth. Mary's wit and wisdom possess a universal appeal to a wide variety of corporate, government, healthcare, and association clients.

JANUARY 26, 2010, 8:00 a.m. - Noon

Situational Leadership: Tips, Techniques, and Key Concepts

Overview: The Situational Leadership method (Blanchard and Hersey) holds that managers must use different leadership styles depending on the situation. The model allows the supervisor to analyze a situation and then use the most appropriate leadership style for that set of circumstances. Depending on an employee's competence and commitment to the task, the leadership style should vary from one employee to another. You may even lead the same employee one way one time and another way another time. In this popular half-day program you'll learn the important basics of Situational Leadership and be able to put them to work immediately.

Benefits you'll gain from this program:

- Increased team productivity and morale.
- Greater confidence in your ability to successfully manage a wide variety of employees in a wide variety of circumstances.

Learning Outcomes: By the end of this program, you will be able to:

- Identify your basic leadership style preferences.
- Understand why one supervisory approach will not work with all employees all the time.
- Diagnose situations that call for different leadership styles.
- Avoid the problems associated with under- and over-supervising.
- Identify ways to coach employees to be more independent.



Laura Royal

Who should attend: Supervisors, managers and team leaders.

About the Presenter: Laura Royal takes a "best in class" approach to training. She draws from many years of experience in designing and delivering powerful, dynamic, learner-based training within corporate, non-profit, educational, and government environments. Her areas of expertise include leadership, performance management, team dynamics, and presentation skills. Laura holds a B.A. from the University of Missouri at Columbia and an M.S.Ed. from the University of Kansas.

JANUARY 26, 2010 1:00 - 5:00 p.m.

Effective Problem Solving and Decision Making:

How to Use a Logical, Consistent Approach to Nearly Any Challenging Situation

Overview: Good problem solving and decision making is critical to career success no matter what your role in the organization. With rapid change bombarding us from all sides, the ability to apply logical, critical and creative thinking to a wide range of problems is more important than ever before. In this practical, half-day program, you will learn powerful techniques used by top decision makers everywhere.

Benefits you'll gain from this program:

- Accurate problem identification.
- Higher quality decisions.
- Lasting solutions.
- Enhanced value to the organization.

Learning Outcomes: By the end of this program, you will be able to:

- Identify your style of decision making.
- Understand blocks to effective decision making.
- Learn and use techniques to identify problems correctly.
- Use foolproof methods for generating ideas.
- Learn and use techniques for making effective decisions.
- Identify strategies to improve your problem-solving and decision-making skills.

Who should attend: Anyone who would like to be known for quality problem-solving and decision-making abilities.

About the Presenter: Laura Royal (See bio above.)

FEBRUARY 23, 2010 8:00 a.m. - Noon

Communication Skills for Boosting Team Effectiveness

Overview: Complex in nature, teams are comprised of diverse individuals working together toward a common goal. Oftentimes reaching this goal is difficult due to the unique characteristics and communication styles each team member brings to the group. This practical, action-driven workshop is designed to assist team members in resolving conflict and creating and maintaining successful teams. It will help you improve your interpersonal effectiveness, increase your team's functioning, and develop better relationships with your coworkers. In this powerful half-day program, you'll learn the important fundamentals of effective team communication and you'll be able to immediately implement your newly-acquired skills back on the job.

Benefits you'll gain from this program:

- A reputation for being a true team player.
- Enhanced communication and workplace relationships.
- Greater opportunity for team success.

Learning Outcomes: By the end of this program, you will be able to:

- Identify characteristics of both effective and ineffective teams.
- Explain why some teams succeed and some teams fail.
- Increase your personal capacity as a team member or team leader.
- Determine your preferred conflict resolution style and use the most effective style for different situations.
- Enhance your interpersonal communication and listening skills for improved team functioning.
- Explore ways to create better teamwork in your organization through a variety of effective team-building tools.
- Build a cohesive, results-oriented team from a group of diverse individuals.



Heather Keller

Who should attend: Managers, supervisors, team leaders, and all employees who want to learn how to more effectively work in teams.

About the Presenter: Since 1995, Dr. Heather R. Keller, owner of *Successfully Communicating, LLC*, has dedicated her career to helping employees develop their communication and management skills. She designs and delivers customized training programs in the areas of team building, business writing, leadership and supervisory development, cross-cultural communication, emotional intelligence, conflict resolution, change management, customer service, and presentational speaking. Dr. Keller has worked with entry-level employees, middle managers, and senior leaders from a variety of industries and organizations including both government agencies and Fortune 500 companies. She receives outstanding reviews from every level in both sectors. Heather obtained her Ph.D. from Ohio University in Interpersonal Communication with an emphasis in Organizational and Cross-Cultural Communication. She also holds a master's degree in higher education administration, a bachelor's degree in psychology, and a bachelor's degree in interpersonal communication.

FEBRUARY 23, 2010 1:00 - 5:00 p.m.

Improving Written Communication: *Gaining Clarity, Accuracy, and Impact*

Overview: Keeping in mind that many business professionals struggle with written communication, this course addresses the specific learning needs of today's workforce. Through this highly interactive, hands-on workshop, you will learn methods for eliminating some of the most common writing errors made in organizations. You'll have the opportunity to revisit the grammar rules you learned in the past and determine which ones are still relevant in the present. You'll be able to compose a variety of effective business documents for both internal and external audiences. This course truly is a "must have" for business professionals.

Benefits you'll gain from this program:

- Improved written communication.
- A reputation as a highly-competent business professional.
- Greater opportunity for career advancement.

Learning Outcomes: By the end of this program, you will be able to:

- Analyze your audience and purpose so your writing can have the greatest impact possible.
- Write professional correspondence that is clearly organized, concise and grammatically correct.
- Produce writing that makes effective use of sentence construction, word choice, and style.
- Properly and effectively format e-mails, memos, and letters.
- Apply strategic techniques for delivering positive, negative, and persuasive messages.
- Project a positive image of your organization and yourself by producing high-quality, error-free, professionally written business documents.

Who should attend: All business professionals who would like to further develop their written communication skills.

About the Presenter: Dr. Heather R. Keller. (See bio above.)

MARCH 23, 2010, 8:00 a.m. - Noon

Change Skills: Career-Enhancing Tips and Techniques

Overview: In a world of seemingly constant workplace and personal change, it is essential to have a greater understanding of the effects of change. This program will give you greater insight about dealing with and controlling emotions related to change. It will help you to understand and overcome resistance to change and how to take care of yourself in the midst of change.

Benefits you'll gain from this program:

- A reputation for professionalism in dealing with change.
- Greater resistance to the stress of change.

Learning Outcomes: By the end of this program, you will be able to:

- Explain the four phases of transition through change.
- Discuss how change affects emotions and what to do to stay in control.
- Understand why it is common to resist change even when change is in our best interest.
- Identify strategies for dealing effectively with change.



Jim Temme

Who should attend: Anyone who would like to deal more effectively with the massive changes and stressors that characterize today's world.

About the Presenter: Jim Temme is owner of Jim Temme & Associates, an international training and consulting firm specializing in the areas of customer service, time management, stress management, productivity enhancement, team building, basic management, coaching skills, and conflict. Jim has written three books: *ProductivityPower: 250 Great Ideas for Being Productive*; *Total Quality Customer Service*; and *TeamPower: How to Build and Grow Successful Teams*. His books have sold over a half million copies. He has written numerous articles on time management, productivity enhancement, and team building.

Jim has provided over 2,500 seminars to more than 500 organizations, both public and private, over the past 18 years. His expertise, warmth, and enthusiasm make for a memorable, quality learning experience.

MARCH 23, 2010, 1:00 - 5:00 p.m.

Project Management : The Critical Fundamentals

Overview: Projects are distinguished from normal work in that they have a beginning, middle and an absolute end. This program will show you how to professionally manage your projects, both at work and in your personal life. It will focus on effective project goal setting, scheduling, and execution as well as how to work effectively with project team members.

Benefits you'll gain from this program:

- Projects completed on time and with high quality.
- Daily operations carried out with less stress and greater impact.
- A personal reputation for achievement and reliability.

Learning Outcomes: By the end of this program, you will be able to:

- List the characteristics of project management and the project life cycle from a clear goal to completion.
- Describe the relationship between projects and continuous improvement.
- List and explain the basic tools used for project planning and implementation.
- Explain the dynamics of project team problem solving and decision making.

Who should attend: Anyone who would like to understand and build skill in effective project management.

About the Presenter: Jim Temme. (See bio above.)

APRIL 20, 2010, 8:00 a.m. - Noon

Conflict Management: *The Important Basics*

Overview: Disputes are inevitable. In fact, employees spend half of their work day in conflict, whether as a party to the dispute or as the individual responsible for resolving the conflicts of others. In this session you will learn techniques for managing interpersonal tensions and resolving conflicts at work.

Benefits you'll gain from this program:

- Improved workplace productivity and morale.
- Greater confidence in your ability to deal quickly and effectively with workplace tensions.
- Increased value to your team and organization.

Learning Outcomes: By the end of this program, you will be able to:

- Recognize the conditions that contribute to conflicts at work.
- Develop strategies for minimizing interpersonal tensions.
- Identify effective techniques for resolving conflicts.



Susan Grace

Who should attend: Managers, supervisors, team leaders, and others who would like to become more skilled at conflict management.

About the Presenter: Susan L. Grace works with organizations to uncover discriminatory behavior; prevent discrimination and bullying through education and early correction of inappropriate practices; identify performance barriers and recommend solutions; and strengthen workplace relationships by mediating disputes early. She is the former Deputy Director of the Phoenix District Office of the U.S. Equal Employment Opportunity Commission (EEOC). Susan served as an adjunct instructor for Cornell University's School of Industrial and Labor Relations where she designed and delivered conflict resolution training.

APRIL 20, 2010, 1:00 - 5:00 p.m.

Negotiation Skills: *Key Tips from the Pros*

Overview: Like it or not, we are all negotiators. Whether trying to arrive at a mutually-agreeable lunch location or find a satisfactory grievance settlement, we engage in negotiations all the time. Most of us dislike negotiations because we envision the results in terms of winners, losers, and hurt feelings. However, by using principled or interest-based negotiation techniques, it is possible to negotiate mutually-agreeable outcomes while strengthening relationships.

Benefits you'll gain from this program:

- More effective, lasting agreements.
- Improved interpersonal relations.
- Greater confidence in your abilities as a negotiator.

Learning Outcomes: By the end of this program, you will be able to:

- Distinguish principled from positional negotiations.
- Frame a negotiation using interest-based terminology.
- Identify interest-based negotiation steps and techniques.

Who should attend: Any employee who would like to increase his/her ability to negotiate agreements.

About the Presenter: Susan Grace (See bio above.)

MAY 4, 2010, 8:00 a.m. - Noon

Valuing and Managing Diversity:

Overview: Valuing diversity means accepting and being responsive to a wide range of people unlike ourselves. This spans any number of distinctions. The most obvious are race, gender, national origin, physical ability, and age. The less obvious are sexual orientation, religion, professional experience, education, personal preferences, work styles, and lifestyle preferences. In today's organizations, more and more people are placed in teams to solve problems as well as serve a diverse customer base. Workers in an environment receptive to diversity are empowered to use their full capacity. Welcoming and valuing diversity are essential in building a high-functioning, high-performance organization.

Benefits you'll gain from this program:

- Stronger teams.
- Increased morale.
- Higher productivity.

Learning Outcomes: By the end of this program, you will be able to:

- Define diversity and its impact on today's workplace.
- Describe the ways that changing demographics affect the workplace.
- Identify your personal attitudes and behaviors toward differences.
- Identify and practice skills in leading diverse teams and serving a diverse community.
- List methods for acting as a diversity agent to create a respectful workplace.



Chloe Ann Hanken

Who should attend: All supervisors, managers, and team leaders as well as others interested in maximizing workplace productivity.

About the Presenter: In business since 1980, Chloe Ann Hanken has designed and presented innovative programs for a wide variety of organizations in both the public and private sectors throughout the United States. In addition, she is the author of the *Conflict Behavioral Styles Inventory* (C.B.S.) and co-author of the *CASE Behavioral Styles Inventory*. Chloe's professional experience, combined with her mix of humor and directness, makes her presentations both practical and entertaining. She is a certified trainer for LIFO, Franklin Covey, Zenger Miller, and Behavioral Technologies. She is a trained mediator and holds a master's degree in Management/Human Relations and Organizational Behavior.

See next page for order form.



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How Many?	Topic	Price	Total \$
	<i>EQ Basics: A Powerful Introduction to Emotional Intelligence</i> (Nov. 10, 2009, 8-noon) Pat Gangi	\$99/ea	
	<i>The Humor Advantage: The Benefits of Laughter and Play in the Workplace</i> (Dec. 8, 2009, 8-noon) Mary Feeley	\$99/ea	
	<i>Situational Leadership: Tips, Techniques, and Key Concepts</i> (Jan. 26, 2010, 8-noon) Laura Royal	\$99/ea	
	<i>Effective Problem Solving & Decision Making</i> (Jan. 26, 2010, 1-5 pm) Laura Royal	\$99/ea	
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