

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2140

Conquering Your Management Challenges

Effectively manage timely “real-life” challenges to increase your value and effectiveness.

Now you can learn the skills to tackle and solve real-life situations with increased confidence of a pro. You'll role-play issues such as team dysfunction, mediation, coping and working through “survivor” shock from layoffs, as well as the difficulty when merging with another team or another corporation.

This seminar helps you become more resilient and effective during tough times. It gives you the critical tools to work with the most uncomfortable situations. You will increase your chances of turning bad scenarios into more positive outcomes and lead your team with increased effectiveness.

How You Will Benefit

- Master practical, proven techniques for dealing with uncomfortable, challenging situations
- Become skilled at trying to avoid potentially litigious situations
- Write a difficult-to-create performance evaluation
- Enhance your team-coaching skills
- Overcome communication barriers to productivity
- Understand how to supervise while coping with survivor shock

What You Will Cover

- How to coach uncooperative employees
- Constructive and destructive conflict and how to capture conflict's benefits
- Techniques for using conflict to increase cohesion
- The four stages of mediation
- Learn to delegate effectively to reluctant staffers
- Motivate “survivors”: strategies for helping employees overcome organizational and interpersonal obstacles to performance
- How to write helpful, legally-sound performance appraisals

Who Should Attend

Managers and supervisors with three to five years of experience, process and production supervisors and graduates of *AMA's Management Skills for New Managers*, *Management Skills for New Supervisors* and *Making the Transition from Staff Member to Supervisor*.

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