

**CONFRONTING THE TOUGH STUFF: MANAGEMENT SKILLS FOR SUPERVISORS**

Effectively manage timely “real-life” challenges to increase your value and effectiveness.  
Seminar #2140

**Overview**

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.

**Schedule**

- [2] days
- [2] days - \$1,995 Non Members
- [2] days - \$1,795 AMA Members
- [2] days - \$1,537 GSA

**Credits**

1.2 CEU

**Schedule**

We have 10 scheduled sessions located nationwide starting between 6/28/2012 - 1/28/2013

Date	Location	Duration
Jun 28, 2012 - Jun 29, 2012	Arlington/Washington DC, DC	2 Days
Jul 23, 2012 - Jul 24, 2012	New York, NY	2 Days
Aug 16, 2012 - Aug 17, 2012	San Francisco, CA	2 Days
Aug 20, 2012 - Aug 21, 2012	Arlington/Washington DC, DC	2 Days
Sep 6, 2012 - Sep 7, 2012	Atlanta, GA	2 Days
Sep 20, 2012 - Sep 21, 2012	Morristown, NJ	2 Days
Oct 1, 2012 - Oct 2, 2012	Arlington/Washington DC, DC	2 Days
Nov 29, 2012 - Nov 30, 2012	New York, NY	2 Days
Dec 17, 2012 - Dec 18, 2012	Arlington/Washington DC, DC	2 Days
Jan 28, 2013 - Jan 29, 2013	New York, NY	2 Days

Registering more than 4 people, please call 1-877-566-9441.

**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*.

**Ways to Register**

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)