

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/2295](http://www.amanet.org/2295)

# Successfully Managing People

## Move your team to higher performance

Are you ready to develop a **high-performance team** and get more done? **Resolve team conflict** using emotional intelligence and **get more from your team** by adapting your management style to every situation.

You'll learn how to:

- Motivate every member of your team—even if they don't share your values
- Use positive and corrective feedback to turn problem employees around and maximize productivity
- Apply the most relevant conflict resolution style to eliminate friction

You'll also get:

- Practice adapting your style using case studies
- Personal feedback from the instructor and peers
- Pre- and post-seminar assessments
- Tune-up materials to review what you've learned after the event
- And additional resources to maximize your training goals

## How You Will Benefit

- Motivate and direct the employees you rely on—even when they don't share your values
- Adjust your management and personal style to the needs of different situations
- Get more done by using the appropriate delegation techniques for any given situation
- Resolve conflict more effectively in a wide variety of situations
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from those within your organization
- Increase your confidence, leadership skills, and personal and professional satisfaction in your job by managing people successfully

## What You Will Cover

### The Experience of Being a Manager

- How to get people to want to do what they're supposed to do
- Specific challenges you face when motivating others

### Values



- Values and their impact on work life
- How values can have productive and nonproductive results
- Identify value conflicts in yourself and in others

### **Personal Styles**

- Determine your own personal style profile
- Gain insight into the strengths and limitations of your profile
- Use behavioral clues to determine others' personal styles
- How to work more effectively with other personal profiles

### **Motivation**

- Employee motivation factors and their impact on behaviors and work settings
- How to tailor your motivational efforts to individual employees and different situations

### **Listening, Body Language, Giving Feedback, and Dealing with Difficult People**

- Use active listening to gain information and understand employees' perspectives
- Effectively apply positive and corrective feedback
- Use appropriate values alignment when dealing with difficult employees

### **Conflict**

- The dimensions of conflict resolution
- Identify your own preferred conflict-resolution styles for better conflict management
- Use different conflict resolution styles in different situations

### **Delegation**

- Different delegation styles: How and when to use them
- Determine the appropriate delegation style for employees and situations

### **Understanding Organizational Culture and Subculture**

- The impact of organizational culture and subculture and "cultural blinders"
- Explore the assumptions that impact your team's thinking and actions
- Identify and build on the strengths of your team's culture

### **Emotional Intelligence**

- The components of emotional intelligence
- Gain an honest and accurate assessment of yourself
- Develop an improvement strategy

### **Ethical Leadership**

- Identify your group's values

- Your vision for ethical leadership

## Action Planning

- Develop a specific plan for applying what you've learned back on the job
- Identify people who can support your action plans

## Who Should Attend

Managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude, and commitment to shared goals.

## Special Feature

### This Seminar Features Blended Learning

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses, and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

## Schedule

- [3] days - \$2,445 Non Members
- [3] days - \$2,195 AMA Members
- [3] days - \$2,079 GSA

## Credits

1.8 CEU/18 PDU\_L/18 PDU  
21 CPE

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