MANAGEMENT SKILLS FOR NEW SUPERVISORS
www.amanet.org/2248 | Jan 14-15 | Arlington, VA
Jan 16-17 | New York, NY
Jan 16-17 | St. Pete Beach, FL
Jan 23-24 | Las Vegas, NV
Jan 9-10 | Dallas, TX
Feb. 4-5 | Chicago, IL
Feb. 4-5 | Los Angeles, CA
Feb. 6-7 | Atlanta, GA
Feb. 12-13 | San Francisco, CA
Feb. 11-12 | Arlington, VA
Feb. 13-14 | San Francisco, CA

Who should attend
New supervisors with fewer than five years of supervisory experience, as well as process and production supervisors who want the benefit of basic management skills training.

Key benefits
• Apply the most appropriate supervisory style to each individual and situation
• Learn management skills to help you give constructive criticism
• Maximize productivity by leveraging diversity and individual differences
• Learn techniques to help you cope with difficult employees
• Understand your legal responsibilities

Seminar highlights
Day 1
• Exploring basic management functions
• Learning how to delegate
• Minimizing defensiveness in yourself and others
• Demonstrating a five-step coaching discussion model

Day 2
• Establishing the essentials of a motivating environment
• Transforming performance and team development to the next level
• Conducting an effective performance appraisal meeting
• Determining key principles of effective time management

Schedule
Live Online For 2018 dates, please visit www.amaseminars.org/2248
Jan 9-12...... Dallas, TX
Jan 14-17...... Arlington, VA
Jan 17-20...... New York, NY
Jan 17-20...... St. Pete Beach, FL
Feb. 25-28...... New York, NY
Feb. 12-15...... San Francisco, CA
Feb. 13-16...... Las Vegas, NV
Feb. 26-29...... Chicago, IL
Feb. 3-5...... Los Angeles, CA
Feb. 6-9...... Atlanta, GA
Feb. 10-12...... Arlington, VA
Feb. 13-16...... San Francisco, CA

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**Seminar highlights**

**Day 1**
- Expanding basic management functions
- Learning how to leave a lasting impression
- Minimizing defensiveness in yourself and others
- Demonstrating a five-step coaching discussion model

**Day 2**
- Establishing the essentials of a motivating environment
- Taking initiative, performance, and human resources to the next level
- Conducting an effective performance appraisal meeting
- Defining key principles of effective time management

**Key benefits**
- Apply the most appropriate supervisory style
- Understand your legal responsibilities
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Understand your legal responsibilities
- Learn management skills to help you give constructive criticism
- Maximize productivity by leveraging diversity and individual differences
- Learn techniques to help you cope with difficult employees
- Understand your legal responsibilities

**Who should attend**
- New supervisors with fewer than five years of supervisory experience, as well as process and production supervisors who want the benefit of basic management skills training.

**Schedule**

- **Jan. 14-15** ..... Arlington, VA
- **Jan. 9-10** ..... Dallas, TX
- **Jan. 16-17** ..... New York, NY
- **Jan. 16-17** ..... St. Pete Beach, FL
- **Jan. 23-24** ..... Las Vegas, NV
- **Feb. 25-26** ..... New York, NY
- **Feb. 4-5** ..... Chicago, IL
- **Feb. 4-5** ..... Los Angeles, CA
- **Feb. 6-7** ..... Atlanta, GA
- **Feb. 11-12** ..... Arlington, VA
- **Feb. 13-14** ..... San Francisco, CA

*Seminar outline and schedule may be subject to change without notice.*

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SUCCESSFULLY MANAGING PEOPLE
www.amanet.org/2295 1.2 CEUs

Who should attend
Managers and individuals with management responsibilities who wish to improve their success through their communication, a cooperative attitude, and a commitment to shared goals.

Key benefits
• Motivate and direct employees—even when they don’t share your values
• Adjust your management and personal style to different situations
• Get more done by using the appropriate delegation techniques
• Resolve conflict more effectively in a wide variety of situations
• Turn difficult people and poor performers into team players
• Increase your confidence, leadership skills and overall satisfaction

Seminar highlights
Day 1
• Identifying quality and ability required for effective management
• Understanding and conducting performance planning, facilitation and evaluation
• Setting goals, providing feedback and conducting alignment discussions
• Getting a firm grasp of the five building blocks of managerial communication

Day 2
• Matching the right communication tool to your goal
• Developing people, valuing differences and encouraging honest communication
• Practicing coaching and correcting behaviors
• Tailoring your motivational efforts to various situations

Seminar outline and schedule may be subject to change without notice.

Schedule
Classroom For 2018 dates, please visit www.amanet.org/2295
Jan. 22-23..... New York, NY
Jan. 29-30..... Chicago, IL
Feb. 5-6....... Calgary, AB
Feb. 19-20..... San Francisco, CA
Feb. 26-27..... Atlanta, GA
Mar. 12-13..... Houston, TX
Mar. 19-20..... Seattle, WA
Apr. 2-3....... Los Angeles, CA
Apr. 9-10...... New York, NY
Apr. 16-17..... Chicago, IL
Apr. 23-24..... Arlington, VA
May 7-8....... San Francisco, CA
May 21-22..... Atlanta, GA
June 18-19..... Austin, TX
July 16-17..... San Francisco, CA
July 23-24..... Arlington, VA
Aug. 13-14..... San Francisco, CA
Aug. 20-21..... Atlanta, GA
Aug. 27-28..... Arlington, VA
Sept. 24-25..... Chicago, IL

Live Online
Nov. 26-Jan. 17

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Great course. It was thorough, enjoyable, easy to understand, and the highly interactive format kept attendees engaged. I got a lot of great information and useful tips for managing and supervising employees.
—Laurence R. on Making the Transition from Staff Member to Supervisor

Improving Your Project Management Skills: The Basics for Success www.amanet.org/2493 1.2 CEUs
Build a solid foundation of project management knowledge, techniques and tools in this hands-on workshop covering the entire project life cycle.

Making the Transition From Staff Member to Supervisor www.amanet.org/2241 1.2 CEUs
Get skills to leverage your personal style, motivate others, manage employee performance, delegate work, handle conflict and more.

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Acquire knowledge and insights to help you confidently plan, organize, staff, motivate, delegate and communicate as a highly effective new manager.

The 7 Habits for Managers®: Essential Skills and Tools for Leading Teams www.amanet.org/2372 1.2 CEUs
Get skills to build mutual understanding with others, regardless of your rank. Discover influence strategies, and critically evaluate each unique communication event.

Getting Results Without Authority www.amanet.org/2512 1.2 CEUs
Adapt your communication style to build credibility, and learn to persuade with a time-tested framework of discovery, preparation and delivery.

Leading in a Diverse and Inclusive Culture www.amanet.org/2525 1.2 CEUs
Gain competencies and tools to ensure that all are heard, recognized, appreciated and engaged—to productivity can soar.

Preparing for Leadership: What It Takes to Take the Lead www.amanet.org/2555 1.2 CEUs
Through time playing, with assignments and exercises, explore a leader’s roles as strategist, change agent, coach, manager, communicator, mentor and team member.

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SUCCESSFULLY MANAGING PEOPLE

www.amanet.org/2295 1.2 CEUs

Who should attend
Managers and individuals with management responsibilities who wish to improve their success through clear communication, a cooperative attitude, and a commitment to shared goals.

Key benefits
• Motivate and direct employees—even when they don’t share your values.
• Adjust your management and personal style to different situations.
• Get more done by using the appropriate delegation techniques.
• Use effective coaching techniques to maximize your team’s performance.

Seminar highlights
Day 1
• Identifying qualities and abilities required for effective management.
• Understanding and conducting performance planning, facilitation and evaluation.
• Setting goals, providing feedback and conducting alignment discussions.
• Getting a firm grasp of the five communication building blocks of managerial communication.

Day 2
• Developing behavior changes you face when motivating others.
• Developing your personal style profile.
• Assessing your motivational style to various situations.

Tour date
To register and see full Classroom and Live Online schedule, visit www.amanet.org/2295 or call 1-800-262-9699.

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AMA courses are approved by the Project Management Institute as continuing education units.
SUCCESSFULLY MANAGING PEOPLE
www.amanet.org/2295
1.2 CEUs

Who should attend
Manages with one to three years of experience who are seeking to enhance their performance through additional skill building.

Key benefits
• Gain a deeper understanding of your role and responsibilities
• Improve communication to effectively set expectations for your direct reports
• Adapt your leadership style to meet the needs of individual team members
• Apply delegation strategies to increase productivity and motivation
• Use effective coaching techniques to maximize your team’s performance

Seminar highlights
Day 1
• Identifying qualities and abilities required for effective management
• Understanding and conducting performance plans, evaluations, and motivation
• Setting goals, providing feedback and conducting appraisal discussions
• Getting to know group of the building blocks of managerial communication

Day 2
• Matching the right communication methods to your goal
• Developing people, valuing differences and encouraging honest communication
• Practicing coaching and correcting behaviors
• Understanding leadership behavioral styles
• Conducting a delegation conversation

Seminar outline and schedule may be subject to change without notice.

Schedule
Classroom For 2017 dates, please visit www.amanet.org/2295
Feb. 20-21: Chicago, IL
Feb. 20-21: Dallas, TX
Apr. 24-25: Houston, TX
May 2-3: Seattle, WA
June 27-28: Boston, MA
Aug. 28-29: Las Vegas, NV
Oct. 30-31: Philadelphia, PA
Dec. 4-5: Atlanta, GA
Dec. 5-6: Orlando, FL
Feb. 26-27: Denver, CO
Feb. 26-27: San Diego, CA
Feb. 26-27: Scottsdale, AZ
Feb. 26-27: Atlanta, GA
Live Online
Nov. 20: Live Online

To register and see full Classroom and Live Online schedule, visit www.amanet.org/2295 or call 1-800-262-9699.

Improving Your Project Management Skills: The Basics for Success
www.amanet.org/3503
Build a solid foundation of project management knowledge, techniques and tools in this hands-on workshop covering the entire project life cycle.

Making the Transition from Staff Member to Supervisor
www.amanet.org/2241
Get skills to leverage your personal style, motivate others, manage employee performance, delegate work, handle conflict and more.

Making the Transition to Management
www.amanet.org/2221
Acquire knowledge and insights to help you confidently plan, organize, execute, motivate, delegate and communicate as a highly effective new manager.

The 7 Habits for Managers®: Essential Skills and Tools for Leading Teams
www.amanet.org/2220
Get skills to build mutually understanding with others, regardless of your role; discover influence strategies, and critically evaluate each unique communication event.

Getting Results Without Authority
www.amanet.org/3525
Adapt your communication style to build credibility, and learn to persuade with a framework of discovery, preparation and delivery.

Leading in a Diverse and Inclusive Culture
www.amanet.org/2075
Gain competencies and tools to ensure that all are heard, recognized, appreciated and engaged—so productivity can soar.

Preparing for Leadership: What It Takes to Take the Lead
www.amanet.org/2076
Through hands-on playing, role-plays, simulations and exercises, explore a leader’s roles as strategist, change agent, coach, manager, communicator, mentor and team member.

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MANAGEMENT SKILLS FOR NEW MANAGERS

SUCCESSFULLY MANAGING PEOPLE

Key benefits

• Gain a deeper understanding of your role and responsibilities
• Improve communication to effectively set expectations for your direct reports
• Adjust your leadership style to meet the needs of individual team members
• Apply delegation strategies to increase productivity and motivation
• Use effective coaching techniques to maximize your team’s performance

Who should attend

Managers with one to three years of experience who are seeking to enhance their performance through a deeper understanding of management and the five key concepts in real life when applying many of the discussed ideas.

Who would benefit

Managers and individuals with management responsibilities who wish to improve their success through clear communication, a cooperative attitude, and a commitment to shared goals.

Key benefits

• Motivate and direct employees—even when they don’t share your values
• Adjust your management and personal style to different situations
• Get more done by using the appropriate delegation techniques
• Resolve conflict more effectively in a wide variety of situations
• Turn difficult people and poor performers into team players
• Increase your confidence, leadership skills and overall satisfaction

Seminar highlights

Day 1
• Identifying qualities and abilities required for effective management
• Understanding and conducting performance planning, facilitation and evaluation
• Setting goals, providing feedback and conducting alignment discussions
• Getting a firm grasp of the five key concepts in real life when applying many of the discussed ideas.

Day 2
• Matching the right communication matrix with your goal
• Developing people, valuing them, and encouraging honest communication
• Practicing coaching and correcting behaviors
• Conducting a delegation conversation
• Contacting a colleague

To register and see full Classroom and Live Online schedules, visit www.amanet.org/2238. For 2018 dates, please visit www.amaseminars.org/2238.

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Improving Your Project Management Skills: The Basics for Success
www.amanet.org/5053 1-800-262-9699
Build a solid foundation of project management knowledge, techniques and tools in this hands-on workshop covering the entire project life cycle.

Making the Transition from Staff Member to Supervisor
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Get skills to leverage your personal style, motivate others, manage employee performance, delegate work, handle conflict and more. 

Making the Transition to Management
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Acquire knowledge and insights to help you confidently plan, organize, execute, motivate, delegate and communicate as a highly effective new manager.

The 7 Habits for Managers®: Essential Skills and Tools for Leading Teams
www.amanet.org/2247 1-800-262-9699
The 7 Habits can help not only you to better manage yourself, but help you learn to lead others and unlock team potential.

AMA Business Boot Camp: Management and Leadership Essentials
www.amanet.org/3712 1-800-262-9699
Go point by point through the most vital time-tested management skills, tools and strategies so you can return to your job rejuvenated and confident.

AMA’s 5-Day “AMA” Workshop www.amanet.org/2205
Arm yourself with 10 vital business skills that can help you cut costs, increase revenue and mitigate risks. Practice applying the skills in hands-on exercises.

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MANAGEMENT SKILLS FOR NEW SUPERVISORS
www.amanet.org/2248 Toll Free 1-800-262-9699
1.2 CEUs

Who should attend
New supervisors with fewer than five years of supervisory experience, as well as process and production supervisors who want the benefit of basic management skills training.

Key benefits
• Apply the most appropriate supervisory style to each individual and situation
• Learn management skills to help you give constructive criticism
• Maximize productivity by leveraging diversity and individual differences
• Learn techniques to help you cope with difficult employees
• Understand your legal responsibilities

Seminar highlights

Day 1
• Exploring basic management functions
• Learning how to directly and indirectly affect your and your company
• Minimizing defensiveness in yourself and others
• Demonstrating a five-step coaching discussion model

Day 2
• Establishing the essentials of a motivating environment
• Taking delegation, performance and team development to the next level
• Conducting an effective performance appraisal meeting
• Demonstrating key principles of effective time management

Who should attend
New supervisors with fewer than five years of supervisory experience, as well as process and production supervisors who want the benefit of basic management skills training.

Schedule
For 2018 dates, please visit www.amaseminars.org/2248
Jan. 9-10 Dallas, TX Live Online
Jan. 14-15 Wilmington, DE Live Online
Jan. 16-17 New York, NY Live Online
Jan. 17-18 St. Pete Beach, FL Live Online
Jan. 23-24 Las Vegas, NV Live Online
Feb. 4-5 Chicago, IL Live Online
Feb. 4-5 Los Angeles, CA Live Online
Feb. 6-7 Atlanta, GA Live Online
Feb. 11-12 Arlington, VA Live Online
Feb. 13-14 San Francisco, CA Live Online
Feb. 25-26 New York, NY Live Online
Feb. 25-26 Las Vegas, NV Live Online
Feb. 25-26 Los Angeles, CA Live Online
Feb. 26-27 San Francisco, CA Live Online

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Jan. 9-10...... Dallas, TX
Jan. 16-17..... New York, NY
Jan. 16-17..... St. Pete Beach, FL
Jan. 23-24..... Las Vegas, NV

Classroom  For 2018 dates, please visit www.amaseminars.org/2248

Schedule

Seminar highlights

Day 1

• Understanding your role and responsibilities.
• Developing interpersonal and communication skills.
• Exploring basic management functions.

Day 2

• Demonstrating a five-step coaching discussion model.
• Conducting an effective performance meeting.

Seminar outline and schedule may be subject to change without notice.

Key benefits:

• Learn to manage effectively as a supervisor.
• Strengthen your communication and interpersonal skills.
• Improve your decision-making abilities.

Who should attend:

New supervisors with fewer than five years of supervisory experience, as well as process and production supervisors who want the benefit of supervisory experience, as well as process and production supervisors who want the benefit of leadership and management training.

1.2 CEUs

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Can you still change course?

Driven to succeed?

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