



## Proven Approaches for building Trust, Resolving Conflicts and Inspiring Others

### Session Details

Faculty: Mr. Mike Robbins Date: Wednesday, July 18, 2018

Location: Springfield Country Club Sign In: 8:30 AM  
400 West Sproul Rd., Springfield, PA 19064

Phone: (610) 690-7600 Session: 9:00 AM - 4:00 PM

### Session Description

Authenticity is critical to success and effectiveness for 21st century leaders. Now more than ever, it's essential for leaders to build authentic relationships in order to build trust, resolve conflicts, and create a true sense of inspiration and unity for their teams and organizations. This interactive, full-day training program is filled with insight and practical techniques; all grounded in positive psychology and strengths-based leadership principles.

### Biography

Mike Robbins is an expert in leadership, teamwork, and emotional intelligence. He is the author of three books, Focus on the Good Stuff, Be Yourself Everyone Else is Already Taken, and his latest, Nothing Changes Until You Do. He delivers keynotes and seminars for some of the top organizations in the world. Mike and his family live in the San Francisco Bay Area, and his clients include Google, Wells Fargo, Microsoft, CBRE, eBay, Citibank, Gap, Chevron, BMW, the Atlanta Braves, and many others. He and his work have been featured in Forbes and the Wall Street Journal, as well as on the Oprah radio network and ABC News. Mike is a regular contributor to the Huffington Post, and his books have been translated into fourteen different languages.

### Guide to Participant Selection

Department	Admin	Distrub	Engr	Finc	H.R.	Legal	Mktng	IT	Or	Plng	Pchsg	R&D	Sales
<b>Senior Executive</b> (Pres. Exec & Sr VP)	3	3	3	3	3	3	3	3	3	3	3	3	3
<b>Executive</b> (VP & Gen'l Mgr)	2	2	2	2	1	2	1	2	2	2	2	2	1
<b>Senior Managers</b> (Div & Reg. Mgrs)	1	1	1	1	1	1	1	1	1	1	1	1	1
<b>Middle Managers</b> & Superintendents	1	1	1	1	1	1	1	1	1	1	1	1	1

### Time Allocation - Topics

**30% Communication Skills:** How to listen with empathy, communicate clearly, and resolve conflict effectively

**30% Building Trust:** How to make deeper connections, build authentic relationships, and enhance emotional intelligence through transparency

**30% Inspiring/Empowering Others:** How to get the most out of those around you by focusing on strengths and utilizing the power of authenticity in a genuine and effective way

**10% Self Awareness/EQ:** How to enhance yourself as a leader by increased awareness and emotional intelligence (EQ)

## Focus

### **Primary - Leadership Development**

Communication, Developmental Perspective, Empathy, Interpersonal Relations

### **Secondary - Planning/Organizing**

Decision Making, use of Authority, Guidance, Evaluation

### **Tertiary - Executing/Controlling/Evaluating**

Problem Identification

## Level

Introductory Intermediate Advanced

FOR REGISTRATIONS PLEASE CONTACT: **Joseph Campese**  
Phone: **+1 (267) 924-0037** Email: **philadelphia@ims-online.com** Website: **www.ims-online.com**