

Detroit 2017

Jan 24: Managing Competing Demands: Getting It Done and Having a Life

Work-Life Balance is no longer a luxury. It's a necessity for good health, energy and productivity. The objectives of this dynamic, interactive session are to help participants: (1) develop a clear picture of the Work-Life Balance they would like to achieve (2) identify obstacles that stand in the way of achieving their desired balance (3) develop a repertoire of action strategies and tools for overcoming current obstacles and any that may arise in the future and (4) develop their own personal action plan which is concrete, practical and achievable.

David Posen, M.D. is the author of three best-selling books: "Always Change a Losing Game", "Staying Afloat When the Water Gets Rough" and "The Little Book of Stress Relief", now in its twelfth printing and translated into seven languages. His clients have included University of Michigan, Warner Brothers, US Steel, Chevron, IBM, Verizon, Allstate Insurance, Federated Investors, American Express, Microsoft, Cisco Systems, McKinsey.

Feb 15: Effective Coaching Skills for Busy Managers

In this highly interactive program participants will: (1) Learn how to create ownership and urgency from those they lead; (2) practice specific coaching skills and tools to bring out the best in others; (3) learn keys and a format to managing their coaching time; (4) explore a 12-minute coaching model that creates positive accountability and results; (5) coach each other on real issues that impact their business; (6) work with specific tools to help blocked or stuck employees; and (7) learn how to coach different personalities on their team.

Dr. Tim Ursiny, founder of Advantage Coaching & Training Inc., is a speaker and certified business coach specializing in helping individuals reach peak performance and life satisfaction. His areas of expertise include communication skills, team building, confidence, coaching skills and dealing with change. He has written or co-written 13 books including The Cowards Guide to Conflict which is in its fourth printing. Dr. Tim is a frequent speaker on a variety of topics that benefit individuals in the workplace and personal life. He has spoken for firms such as Wells Fargo Advisors, Raymond James, Morgan Stanley Wealth Management, UBS, LPL, and Invesco. Tim has been interviewed and appeared in The Bottom Line, The Chicago Tribune, People Magazine, Readers Digest, First for Women and other periodicals. He has also appeared on CNN radio news, VH-1 News, and Total Living.

Mar 02: How Innovative Thinking Leads to Extraordinary Outcomes

Successful organizations operate on the edge of chaos and embrace risk, error, and ambiguity, while practicing strategies that reduce the need for doing, undoing, and redoing. You will learn key strategies and practical tools to give you the adaptive capacity to work creatively with change and uncertainty. We will discuss strategies for tapping the human potential for creative thinking, from the inception of ideas to their transformation into practical business strategies and innovations. Learn how effective leaders infuse all levels of the organization with the creative capacity to achieve extraordinary outcomes.

Dr. Iris Firstenberg is an Adjunct Associate Professor of Psychology, UCLA and Adjunct Associate Professor of Management at UCLA Anderson School of Management. She teaches seminars on creativity and innovation for a large number of Fortune 500 companies as well as government agencies. She has co-authored three books including her latest, Extraordinary Outcomes: Shaping an Otherwise Unpredictable Future (John Wiley & Sons).

Mar 15: Speak To Be Heard!: Influencing Others to Take Action

Stacey Hanke will help you eliminate the static that plagues communicative delivery - to persuade, sell your ideas, motivate and influence others to act on what you have to say. She will explain the positive actions you can take to increase your impact and value to your peers, clients and teams. This highly interactive session will show you how to immediately implement the influence skills and techniques you learn to your day-to-day conversations. (NOTE: Participants should bring a smartphone or iPad with them to the session.)

Stacey Hanke is co-author of the book Yes You Can! Everything You Need From A To Z To Influence Others To Take Action. Her second book, Influence Redefined, will be released in early 2017. Stacey is founder of Stacey Hanke Inc. She has trained over 15,000 people to rid themselves of bad body language habits and choose words wisely.

Apr 13: Transformational Teams: Creating an Environment that Fosters Productivity, Cohesion and Resilience

Organizations today must understand and leverage 7 critical attributes of cohesive, productive and resilient teams. This 1 day interactive course guides participants through a learning experience to develop the seven attributes and behaviors that are critical to high productivity and effectiveness. The seven critical team attributes include: Trust, Appreciation, Communication, Creativity & Ideation, Meeting Management, Behavior Management and Problem Solving & Decision Making.

Dr. Ellen Burts-Cooper is the senior managing partner of Improve Consulting and Training Group, a firm that provides personal and professional development training, coaching and consultation. She is also an adjunct professor at Case Western Reserve University in the Weatherhead Executive Education Program and author of the book Canine Instinct: A Guide to Survival and Advancement in Corporate America. Dr. Burts-Cooper also recently published aMAZEing Organizational Teams: Navigating the 7 Critical Attributes for Cohesion, Productivity and Resilience, a guide for improving group workplace dynamics. The book is based on the aMAZEing Team Building Experience centered in Cleveland, Ohio where teams navigate through a maze of highly interactive indoor mental challenges based on seven attributes of healthy, productive teams. Dr. Burts-Cooper earned a Ph.D. in organic/polymer chemistry at Virginia Tech and holds a Lean Six Sigma Master Black Belt certification from 3M Company.

May 09: Critical Decision Making: The Role of Constructive Conflict

Through fascinating examples from history, including the Bay of Pigs, Cuban Missile Crisis, and the tragedy on Mount Everest, this workshop will explore the following: the five myths of executive decision making; how to foster open debate; how to achieve "diversity in counsel, unity in command"; how to move to closure: overcoming the inability to decide; avoiding "analysis paralysis" and other pitfalls; how to gain the whole-hearted commitment to act; and how to address hidden doubts that could undermine your final decision.

Prof. Michael Roberto is the Trustee Professor of Management at Bryant University. He previously served for six years on the faculty at Harvard Business School. His book, "Why Great Leaders Don't Take Yes For An Answer", was named one of the top 10 business books of 2005 by The Globe and Mail, Canada's largest daily newspaper. He has taught in leadership development programs and consulted at a number of firms including Morgan Stanley, Home Depot, Mars, The World Bank and Lockheed Martin.

May 23: Creating Your Own Success: The Power of a Positive Attitude

This session is a unique, comprehensive habit-improvement program that mentally, physically, and emotionally improves your sphere of living. The program teaches specific techniques for making this an automatic part of your subconscious mind. It will help you eliminate self-defeating behavior and improve your self-confidence through positive, success-generating habits, putting you on the road to greater achievement and a more rewarding life. This one-day format highlights the popular three-day Successful Life Course featured positively on CBS News' 60 Minutes.

Dr. Ed Foreman is the only person to be elected to the United States Congress from two different states in over 150 years and has enjoyed a close working relationship with six U.S. Presidents. He is a board member, officer, or major stockholder of a dozen successful corporations and is recognized for his remarkable leadership, worldwide, in the special education and counseling of more than 30,000 graduates of his renowned, life-enhancing SUCCESSFUL LIFE Course.

Jun 15: Increasing Your Personal Impact: Maximize Your Power to Influence Others

Regardless of the type of organization you're in, or the role you play in it, you are in the business of people. Because of that, great leadership is the driving force behind growing your business. Based on his highly-rated book, *The Power of Influence*, Ty Bennett shares his philosophies and tools for increasing your influence and impact as a leader. How do you become a good leader? Through influence. How do you become a great leader? By using influence and integrity to engage and inspire others.

Ty Bennett draws on his experience in the trenches to share real and tangible techniques about the principles of leadership that continue to create his success. The founder of Leadership Inc., who has been featured as one of the Top 40 Under 40, Ty is a young fresh voice providing interactive presentations that are engaging, dynamic and inspiring.

Jul 20: The Power of Personal Accountability: Overcoming Obstacles and Owning Your Success

During this workshop, you will explore practical applications for increasing personal, team and organizational accountability. Specific skills in asking accountable questions, accountable delegation, and creating accountable agreements will be practiced. Finally, you will apply 3 keys for sustaining accountability during projects and change efforts including the development of "recovery plans", a process for holding others accountable and a technique for overcoming the "wall of fear" for leading change. You will create an inspiring and practical Personal Vision of Excellence for achieving their personal and professional goals.

Mr. Mark Samuel, President and Founder of IMPAQ, is considered a practical visionary by Fortune 500 companies. His Leadership Accountability Systems and training has contributed to achieving breakthrough measurable improvements in organizational performance and rapid culture change. Mr. Samuel is the author of *Creating the Accountable Organization and Making Yourself Indispensable: The Power of Personal Accountability*.

Aug 22: How to Reach, Teach and Inspire Multiple Generations in the Workplace

Sheer demographics suggest that, in the very near future, we will feel strain on our generational talent pools and, consequently, organizational productivity. This seminar will provide leaders with insights and strategies for attracting, engaging and developing talent from all generations, as well as for enhancing intergenerational communication, productivity and results.

Dr. Jan Ferri-Reed is a seasoned consultant and President of KEYGroup, a 28-year Pittsburgh-based speaking, education and assessment firm. She has presented a variety of programs to thousands of managers and employees in a diverse range of organizations across the globe. She provides guidance, wisdom and wit to leaders who want to create productive and profitable workplaces.

Sep 19: The Power of Collaborative Leadership

As more and more organizations move toward a collaborative culture, a new leadership model is emerging one that replaces command and control with trust and inclusion. The leaders new role is to encourage team members to see themselves as valued contributors, to help them build their knowledge base and expand their personal networks, and to motivate them to offer their ideas and perspectives in service of a common goal. Collaborative leaders understand how to create an environment in which people choose to participate and contribute. Inspiring, interactive and energizing, this session will give you the insight and skills to build collaborative relationships within your team and throughout the organization.

Carol Kinsey Goman, Ph.D., is an international keynote speaker and leadership presence coach. Carol has been cited as an authority in media such as *Industry Week*, *Investors Business Daily*, *CNN's Business Unusual*, *PBS Marketplace*, *MarketWatch radio*, and the *NBC Nightly News*. She is a leadership blogger for *Forbes* and the author of twelve business books, including *"The Silent Language of Leaders: How Body Language Can Help - or Hurt - How You Lead."* Carol has published over 300 articles in the fields of organizational change, leadership, innovation, communication, collaboration, employee engagement, and body language in the workplace. She can be reached by email: Carol@CarolKinseyGoman.com, phone: 510-526-1727, or through her website: www.CarolKinseyGoman.com.

Oct 05: The Art of Diagnosis: Solving the Right Problem the First Time

The Art of Diagnosis provides new insights into how individuals and teams can solve the right problem the first time. The critical challenge is that all too often when tackling problems, individuals and teams suffer from a set of biases and impediments that cause them to focus prematurely on problem solving and "jump to solutions". In contrast, this program focuses on the art of comprehensively formulating problems before solving them. Participants will learn a variety of specific and proven processes to help them and their teams solve the right problem the first time.

Dr. Jackson Nickerson is the Frahm Family Professor of Organization and Strategy at Washington University in St. Louis Olin Business School. He also is the Associate Dean and Director of Brookings Executive Education and a Senior Non-resident Scholar in Governance Studies at the Brookings Institution. A prior systems engineer at NASA's Jet Propulsion Laboratory with a BSME from Worcester Polytechnic Institute and an MSME from U.C. Berkeley, Jackson combines his engineering systems knowledge with an MBA and Ph.D. in Business Strategy both from U.C. Berkeley's Haas School of Business. Jackson has published numerous papers in leading academic journals and is the author or editor of four books. His latest book is entitled *Leading Change from the Middle: A Practical Guide to Building Extraordinary Capabilities* (Brookings, 2014). He consults with business, government, and nonprofits on problem diagnosis, strategy, and leading change. In addition to serving on corporate boards, Jackson is a co-founder and business director of NFORMD.NET, a new media company that provides sexual assault prevention programs to universities and the U.S. Army.

Oct 24: Dealing with Difficult People: Bringing Out the Best in Others

Dr. Brinkman says, Communication is like a phone number, you need all the correct digits and in the right order. Dr. Rick will share his proven strategies to handle: Whining, Negativity, Attacks, Tantrums, Snipers, Know-it-Alls, Think-They-Know-it-Alls, as well as Yes, Maybe and Nothing people. The examples and practical skills in this seminar will immediately transform behaviors that used to strain all relationships, both business and personal! It will even include special contexts like email communications, phone and meetings.

Dr. Rick Brinkman is the developer of Conscious Communication seminars and the principal of Rick Brinkman Productions, Inc. He has performed over 4000 programs in 18 countries. In addition, he is co-author of numerous books including the international bestseller, *Dealing With People You Can't Stand*, *How to Bring Out the Best in People at Their Worst*, which has been translated into 25 languages. His clients have included Pepsico, LucasFilm, IBM, the VA, the Astronaut Corps, the FBI and Sony Pictures.

Nov 14: Leading AND Managing: 7 Strategies to Help You Excel at Both

This session will explore the essential strategies and techniques required to powerfully lead and manage simultaneously from the same role. Being a manager is one of the most arduous and yet most valuable roles in any organization. The challenge lies in dealing with the expectations of those above and below you while also contributing to people's success around you. When you master this, you will discover how to impact any organization from the middle. You will leave this class with the skills needed to powerfully evolve into a successful Manager.

Ms. Ann Tardy, a former Silicon Valley corporate attorney and a current leadership expert, speaker, and author, Ann has been studying how people impact organizations from the middle for over 25 years. As the author of four books, Ann serves as the Founder and CEO of LifeMoxie Mentoring & Leadership and the Founder and Director of The Mentoring Council. She has cycled from San Francisco to New Jersey and down each coast in a quest to discover what people love about their jobs. Her documentary *Work Matters* captured the interviews she conducted on the bike.

Dec 05: Ingenious Leadership: Fostering a Climate of Innovation

Today many organizations are launching all kinds of "innovation initiatives" hoping to differentiate themselves from the competition. Sadly, too much attention is being paid to process and too little attention is being paid to people and the art of fostering the kind of organizational culture that is the wellspring of innovation. Participants will have an engaging, hands on opportunity to think deeply about change, creativity, commitment and what they can do to jump start a sustainable culture of innovation within their respective spheres of influence.

Mitch Ditkoff is the co-founder and President of Idea Champions, a highly acclaimed management consulting and training company, headquartered in Woodstock, NY. He specializes in helping forward thinking organizations go beyond business as usual, originate breakthrough products and services, and establish dynamic, sustainable cultures of innovation.

Jan 24: Leadership: Bringing Out the Best in Every Employee

This session explores how to leverage the untapped asset that's already on your payroll! Participants will learn to identify and target the core of their team; discover what the silent majority of their workforce actually wants; create a personal, actionable engagement plan for every employee; and master the protocol and techniques required to develop the capacity of Solid Citizens. By surveying more than 6,000 workers around the world, Mr. Don Brown has identified what to stop, start and continue doing to increase your return-on-leadership. Get ready for honest and sometimes shocking discoveries. While the findings may astound you, the simple truths will strengthen you exponentially!

Mr. Don Brown is the developer of *The Leaders Daily* and author of *Bring Out the Best in Every Employee* (McGraw-Hill 2012), *What Got You Here Won't Get You There in Sales* (McGraw-Hill 2011) and *Situational Service - Customer Care for the Practitioner*. Mr. Brown has spent 30 years helping people with people for the likes of Fifth Third Bank, Anheuser-Busch, Ford Motor Company, Sykes Enterprises, Harley-Davidson Motor Company, Jaguar Cars, Hilton Hotels, and many, many more.

Feb 15: The Versatile Leader: Shifting Perspectives on Leadership

Getting people to follow you as a leader is often a difficult proposition. Setting clear goals, motivating others, holding people accountable for outcomes and dealing with both differently able (read difficult) folks and those with differing expectations is not a walk in the park. This workshop takes a practical look at how to be more versatile in dealing with these variables so that you'll be considered a highly effective leader by both existing employees and the newer generation storming your beachhead.

Dr. Harvey Robbins is author or coauthor of six books, including *Why Change Doesn't Work* and the best seller *Why Teams Don't Work*. He is President of Robbins & Robbins and has consulted for numerous groups, including 3M, AT&T, Allied Signal, American Express Financial, General Dynamics, Honeywell, Johnson & Johnson, and Toro.

Mar 22: How Great Leaders Master Developmental and Performance-Based Coaching

Your individual development plan may be the single most important document to advance your career. You will depart this workshop with your personal plan and the skills and tools to coach and develop Millennials and other career minded staff members on your team. Participants will learn and experience the connection of effective coaching and feedback to each manager's team to be able to improve their ability to execute consistently. In the majority of executive failures we estimate 70% of the time, the real problem isn't bad strategy. It's bad execution, according to the Fortune Magazine article titled, *Why CEOs Fail*. At its core execution comes down to setting clear expectations and regular coaching and feedback.

Four-time winner of the Business Advisor of the Year in North America, John D. Lankford is passionate about development, performance and results. An expert in executive coaching and developing leadership talent, his fun and lively approach motivates others to embrace development and innovative ideas. As a certified Executive Coach and 4 Time Business Coach of the Year, John loves to coach leaders on his proven coaching techniques. His impressive background is unique, boasting 23 years of corporate and 12 years of entrepreneurial experience. John has facilitated more than two dozen mergers and acquisitions, as well as launching three businesses and ultimately selling two. John provides hands-on, triage support that produces measurable results in real-time. His process provides laser focus on the execution of the plan. John's coaching and accountability teaches business leaders not to be distracted by bells, whistles, or fads. His leadership experience covers every level of management from front line supervisor to becoming the former CEO of the Innisbrook Leadership Institute. His leadership track record includes leadership positions at the Executive Education team at Ford Motor Company, Oakwood Healthcare, Comcast University and the St John Healthcare system.

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