

Minneapolis-St. Paul 2017

Jan 25: 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 Pictur.

Feb 16: 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 07: Championing Your Ideas at Work: Becoming Your Own Best Advocate

Successful advocates know how important it is to clearly communicate their ideas, how their reputations shape how people respond to their ideas, how they need to build partnerships and alliances with others in getting ideas adopted, how they must "pre-sell" any idea long before formal meetings, and how to be persuasive and influential in meetings. We will discuss new research on each of those topics - research that offers you interesting and surprising ways to champion innovations in your organization.

Dr. John Daly is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and TCB Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, and advocacy and persuasion. He has won every major undergraduate teaching award at the University of Texas. He has published more than one hundred scholarly articles, and completed nine books, including, most recently, *Advocacy: Championing Ideas and Influencing Others* (Yale) as well as *The SAGE Handbook of Interpersonal Communication*. He has served as President of the National Communication Association and on the Board of Directors of the International Communication Association and the International Customer Service Association. His work has appeared in major popular outlets like the *Washington Post*, *Wall Street Journal*, *New York Times*. He has worked with Goldman Sachs, Morgan Stanley, Marriott, American Airlines, Roche, Amgen, Pfizer, Astra-Zeneca, State Farm, Kraft, ExxonMobil, Shell, Texas Instruments, UPS, FedEx-Kinkos, 3M, Dell, IBM, AT&T, USAA, Prudential, and Samsung, among many others.

Apr 18: The Power of Innovative and Strategic Thinking

Dr. Krippendorff presents his proven approach to developing innovative strategies to drive organizational and personal growth and success. This program will blend innovative techniques and strategic concepts with cognitive science to present a practical set of tools and best practices. Participants will learn three key strategies for strengthening their competitive advantage and five key strategies for generating new and innovative growth, Dr. Krippendorff will introduce the role that strategic narratives play in the design of a strategy. Participants will leave with a set of tools to help them consistently identify and seize opportunities others overlook.

Dr. Kaihan Krippendorff is a strategist, speaker, consultant, and best-selling author of four books, most recently "Outthink the Competition". He has trained over 6,000 executives and entrepreneurs in his unique strategy approach, *The Outthinker Process*, and works with the leadership teams of a growing number of leading corporations including Microsoft, VMWare, Aetna, Johnson & Johnson, Citibank, LOreal, United Technologies, Kraft, and Experian to design innovative business strategies that produce new revenue, profits, and market share.

May 24: The SUMO Principles of Leadership

In this highly interactive and practical workshop, Mr. McGee will explore his main SUMO (Shut Up, Move On) principles and how they impact our ability to inspire others. His principles relate to any leader whose organization would benefit from taking a fresh look at the following five key areas; Change, Relationships, Attitude, Motivation and Stress. Building on his background in behavioral and social psychology, he will give us time to reflect upon our behavior and that of others and identify what hinders our effectiveness.

Paul McGee is an international speaker, best-selling author and creator of the brand "SUMO: Shut Up, Move On." His goal is simple. He wants to help people achieve better results in life and have more fun in the process, as he seeks to deliver a memorable, motivational, moving-on experience. He has spoken in over 750 organizations in 35 countries. He has appeared on BBC Breakfast television and is a regular contributor to Radio 5live.

Jun 08: 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.

Jul 18: 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.

Aug 02: 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.

Sep 13: Critical Thinking: A Model for Achieving Superior Decisions

High quality decisions have always been essential for strong business performance. Yet with the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision-making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty.

Dr. John Austin is an award-winning teacher and facilitator with experience working with executives and practicing managers on six continents. He also teaches executives at The Wharton School's Aresty Institute of Executive Education, Georgetown University, and Duke Corporate Education. His work has been mentioned in a number of media outlets including CNN, The Wall Street Journal and Barron's. He is the author of *Unquestioned Brilliance: Navigating a Fundamental Leadership Trap*.

Oct 17: Transforming Difficult Conversations and Discovering Common Ground: Appreciative Intelligence

Appreciative Intelligence is the ability to see the generative potential in any situation and to actualize it. It is a leadership skill set that will enable you to step into conflict mindfully, and to transform difficult conversations into purposeful discussions. As a leader, by improving your Appreciative Intelligence, you will expand your abilities to reframe conflicting situations and move affected parties to a common ground. While challenging projects and difficult conversations will always be there, your approach to dealing with them will be more mindful, transforming conflict into opportunities to create better understanding, to enhance relationships, and to gain mutual respect, and create shared goals and positive outcomes.

Tojo Thatchenkery (Ph.D. Weatherhead School of Management, Case Western Reserve University) is an internationally known speaker, consultant, and educator. He is professor and director of the Organization Development and Knowledge Management program at George Mason University, Arlington, Virginia. He is the author of over a dozen books and hundreds of articles, including *Appreciative Intelligence: Seeing the Mighty Oak in the Acorn*, which was a Harvard Business Review recommended book, and *Making the Invisible Visible*, which introduced the concept of quiet leadership as a key driver for innovation in organizations.

Nov 07: Motivation, Cooperation and Trust: Reaching for the Next Level

Unlike most motivational programs that do little more than explain the why of human behavior, this program shows you the how. You will learn specific communication skills to inspire productivity in others, build their trust, fuel their accomplishment, and assure their peak performance. When you give people the care they need, they produce the results you want. The objectives for this program include: (1) learning to avoid practices that erode motivation; (2) learning to generate lasting enthusiasm in others; (3) mastering a communication system that brings out the best in others; (4) practicing feedback strategies that improve work processes, boost performance and change unproductive behavior; (5) learning to create an atmosphere of respect and trust in the workplace; (5) learning to increase employee investment in organizational success.

Dr. Alan Zimmerman is the founder and President of ZCN, a training and consulting firm. He has delivered more than 3,000 management development programs over the last 15 years to such clients as 3M, Ernst & Young, Prudential, Target, US Steel and numerous others. In addition he was recently inducted into the Speaker Hall of Fame, an honor bestowed on a small handful of people in the last 30 years, including Ronald Reagan, Colin Powell, Art Linkletter, Zig Ziglar and Norman Vincent Peale.

Dec 07: Doing the Right Things Right: How Effective Leaders Spend Time

This session focuses on time management strategies that today's leaders can use to obtain productive results quickly. Successful Leaders manage the intersection of two critical values: how to spend their time effectively and how to be most efficient in those areas. They divide their time between three primary 3T Roles: Strategic Thinking, Team Focus, and Tactical Work. This seminar explores how to achieve Maximum Results in Minimum Time .

Laura Stack, MBA, CSP, CPAE is an award-winning keynote speaker, bestselling author, and noted authority on personal and leadership productivity. She is the President of The Productivity Pro, Inc. which specializes in business performance, strategy execution, and personal productivity. Ms. Stack is a bestselling author of seven books, including What to Do When There's Too Much To Do, and most recently, Doing the Right Things Right. Laura is a past president of the National Speakers Association and was inducted into its exclusive Speaker Hall of Fame.

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