

Chicago 2017

Jan 24: 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.

Feb 08: Straight Talk: Using Candor and Constructive Confrontation to get Better Results

This practical seminar develops skills for planning, leading, and following up on Candor Conversations about expectations and agreements. We tackle both the smoother, preventive discussions around clear upfront Agreements, as well as the most stressful of work discussions - Constructive Confrontations. We'll provide antidotes for someone repeatedly breaking an agreement - instead of giving up, blowing up at the person, or burying the issue.

Dr. Rick Brandon has over 30 years of performance improvement experience, and has educated over 100,000 people in workshops and speeches. He delivers keynote speeches at corporate events, educates thousands annually in workshops and appears in various industrial and educational videos.

Mar 08: 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.

Apr 06: Critical Success Factors for Women Leaders

In this session, women leaders will examine their own profile of success and areas for development. They will also focus on the key ingredients that continue to hold women back: not developing and articulating a leadership vision, not paying attention to the political landscape, and not strengthening the breadth and depth of relationships. They will leave this session with practical tools and individual insights to apply in their current roles.

Sara N. King is principal of Optimum Insights, Inc., a private consulting firm, that is devoted to helping leaders assess their potential and increase their performance. During 25 years in leadership development, she has served thousands of executives in Fortune 500 companies, government agencies, educational institutions and nonprofits. She has published many books including the recently revised, "Discovering the Leader in You".

May 09: Essential Tools for Adaptive Leadership

When Marshall Goldsmith wrote, *What Got You Here Wont Get You There*, he was telling leaders that 20th century skills and styles of leadership, which rely heavily on technical knowledge and skills, are insufficient for 21st century workplaces. What is required of leaders is strong adaptive skills. Adaptive skills are the skills leaders need when the problems they are facing are complex and the solutions to those problems are not clear or easily arrived at and the leader must engage the people with the problems in order to solve the problems. Using research by Daniel Goleman and The Hay Group, participants will learn the six leadership styles effective leaders use and assess their own strengths and areas for development in terms of adaptive skills. They will then learn a range of adaptive tools and be given an opportunity to practice the tools on a leadership case study that requires the leader to use adaptive skills and later apply those same tools to a real world leadership challenge they face.

Irma Tyler-Wood is coauthor of the book "Expand the Pie: How to Create More Value in Any Negotiation". Her clients have included IBM, Kodak, Morgan Stanley, AT&T and Liberty Mutual Insurance. She also practiced corporate law in Washington, D.C., and had careers in education and government. While at Harvard Law School, she worked as a negotiation Teaching Fellow with Roger Fisher and served as the Assistant Director of the Conflict Clinic at the Harvard Negotiation Project.

Jun 07: 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.

Jul 18: Listen Up! How to Increase Productivity, Build Engagement and Avoid Misunderstandings

This program focuses on a critical skill for managers and executives: listening. While the most admired managers are good listeners, others take short cuts by faking attention, making assumptions, using rehearsed responses, fading in and out of conversations, and failing to retain pertinent information. Effective leaders are the ones who understand the power of listening strategically to build key relationships and influence others. In this workshop, you will diagnose your own listening skills and learn practical listening techniques for becoming an authentic leader. Participants will learn the secret to better listening, how to reduce the costs of poor listening, how to use inquiry to your advantage, how to gain attention and understanding, and when NOT to listen.

Dr. Kittie W. Watson, President and founder of Innolect Inc., is an organizational communication expert and specialist in strategic issues management, leadership transformation, and change implementation. With over 15 books, Listen Up! was published in seven languages (St. Martins Press). She was featured on ABCs 20/20 as a listening expert and in popular publications including: American Medical News, Bottom-line Personal, Money, Glamour, and Home Office Computing. Dr. Watson serves as an expert witness and is regularly interviewed by the media.

Aug 31: 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).

Sep 21: Becoming the Leader that Others Want to Follow: Essential Skills for Building Engagement, Teamwork, and Results

Leaders are challenged to not only recruit and select top talent but also to retain their best in an environment of uncertainty and change. As 'A players' search for the best companies - and continually hone their resumes - a key strategy to retain them is to fully engage them. This session will share the state of engagement in today's workplaces including how each generation views work and their place in it. Strategies and techniques will include enhancing your leadership acumen, building effective and trusting teams, engaging all generations of employees by understanding their needs and maintaining your personal resilience to be the very best leader that you can be.

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.

Oct 18: Strategic Intelligence: A Key Skill For Ensuring Future Success

Based on detailed research into macro-economic, political and social trends, this program will improve your understanding of the forces that are reshaping your industry's landscape and your personal world. We shall focus on five key disruptive forces that are going to change the way we live and work in the next decade. As an attendee you will also gain confidence in your ability to identify key areas of change in your own world and career, and be equipped to contribute to the strategic success of your team and your organization.

Dr. Graeme Condrington is an expert on the new world of work. He is a keynote presenter, author, futurist, facilitator and strategy consultant working across multiple industries and sectors. He blends cutting-edge research, thought leading insights with humor, a conversational style and multimedia-driven presentations to create unforgettable experiences that add real value. Graeme is the co-founder and a international partner of TomorrowToday, a global firm of futurists and business strategists. He is also a guest lecturer at four top business schools, including the London Business School and Duke, NC. He is a professional member of a number of associations, including the World Future Society, The Institute of Directors, the International Association for the Study of Youth Ministry, the Global Federation of Professional Speakers and MENSA. He has a Doctorate in Business Administration, a Masters in Sociology, an Honours in Youth Work and two undergraduate degrees in Arts (Theology/Philosophy) and Commerce. He has four best-selling books published by Penguin, including the award winning, Mind the Gap and Future-Proof Your Child. He is currently writing a book on Strategic Leadership Intelligence.

Oct 26: The Art of Listening, The Power of Speaking: Sharpening Your Communication Edge

In the age of empowerment, teamwork and constant change, there is no more valuable skill for leaders to develop than effective communication. In this workshop you will learn how to quickly connect with an audience, how to sell people on listening, how to keep your presentation from sounding rehearsed even when it is, and how to craft a message that gets results. You'll learn how to deal with tough audiences and how to use humor, participation and stories effectively.

Dr. Terry Paulson is a psychologist and author of the popular books "50 Tips for Speaking Like a Pro", "Paulson on Change", and "They Shoot Managers, Don't They?" Since founding Paulson & Associates in 1974, Dr. Paulson has conducted management programs for 3M, Hughes Aircraft, IBM, Merck, Nissan Canada, and hundreds of other organizations.

Nov 08: 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.

Dec 05: The Leader's Role and Responsibility as Mentor

The only sustainable competitive advantage of tomorrow will be the capacity to outlearn your competition. Future leaders will be those who focus on cornering unique talent and nurturing portable wisdom. This means managers must become mentors to all the employees they influence. The winners of tomorrow will be those who build powerful partnerships for learning. They will be those who can effectively transfer relevant experience, communicate cutting-edge competence and foster insight-producing discovery.

Dr. Chip Bell author of 18 books including "Customer Loyalty Guaranteed", "Magnetic Service", "Customers As Partners, Managers as Mentors", "Managing Knock Your Socks Off Service" and his latest book, "Take Their Breath Away: How Imaginative Service Creates Devoted Customers". His work has been featured on CNBC, CNN, NPR, Bloomberg TV, and in the Wall Street Journal, Fortune and USA Today.

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