

Cleveland 2017

Jan 19: 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 earned a Ph.D. in organic/polymer chemistry at Virginia Tech and holds a Lean Six Sigma Master Black Belt certification from 3M Company.

Feb 09: 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 14: Breakthrough Ideas: How to Become a More Strategic Thinker

Intended for leaders who currently work with strategy, the focus of this session is on the learning aspect of strategic thinking: what it is and how to strengthen your own strategic thinking and energize the strategic capability of your organization. Being strategically competitive in today's chaotic and complex global environment requires a different way of looking at how we approach strategic thinking. Leaders who are tasked with strategic responsibility must be attentive, agile, adaptive and innovative thinkers. Four key issues are addressed in this session: Why do organizations need strategic thinkers? What is strategic thinking? Who is a strategic thinker? How can strategic thinking be developed?

Dr. Julia Sloan, author of the definitive book *Learning to Think Strategically*, is widely recognized for her pioneering work in the application of complex cognitive theory to everyday global strategic thinking practice. Her work draws upon more than two decades of her own expatriate corporate experience working on strategy to align the business agenda with prevailing economic, cultural and social issues.

Apr 07: Authentic Leadership: Building Trust, Resolving Conflicts and Inspiring Others

This interactive, full-day training program is filled with insights grounded in positive psychology and strengths-based leadership principles, as well as the invitation to leave ego behind and have a healthy sense of humor about ourselves. Some of the core themes covered are: Ways to build genuine trust in your teams; How to engage in difficult conversations; How to adopt an attitude of What can we do to make this the best problem we ever had; Sharing a research based approach to understanding your own leadership style as an introvert or an extrovert and leading from that in an authentic and effective way; Methods for engaging your team members and slowly building their emotional intelligence skills over time; Utilizing the power of sincere appreciation to drive results.

Kim Langley is an experienced seminar speaker, trainer and coach who conducts 100+ workshops annually for corporations, professional groups and associations. She is passionate and knowledgeable about emotional intelligence, optimism training, generations in the workplace and emerging leaders, managing difficult conversations and conflict, and work/life balance. Kim has a Masters Degree in Education from Duquesne University in Pittsburgh. She also holds certifications from several supervisory training programs, including DDI, Achieve Global, and Kaset Customer Service. She's a member of the ICF Cleveland, an organization for professional coaches.

May 16: Managerial Courage: Five Skills to Increase Your Effectiveness

This seminar builds a talent management strategy around five Principles that go far beyond basic management rules. These Principles challenge normal management concepts and require participants to look at each employee they manage and formulate a development plan and/or communication strategy that best fits the individual. Each of the Principles is discussed in depth and numerous real work situations are used to illustrate how to get a better outcome for the organization and the individual that goes far beyond that one encounter. Not only do participants get useful day-to-day tools, but leadership strategies to use in numerous other business situations.

Margaret Morford, J.D. is CEO for The HR Edge, Inc., an international management consulting and training company. Previous to owning her own company, she was Sr. Vice President, Human Resources Consulting for a national consulting firm out of Winston-Salem, North Carolina. She has a BS degree from the University of Alabama and a JD degree from the Vanderbilt University School of Law. She is the author *Management Courage Having the Heart of a Lion* and *The Hidden Language of Business Workplace Politics, Power & Influence*. She has served on the Board of Directors for various corporations and charities.

Jun 13: How Top Managers Use Analytics and Metrics to Drive Excellence

In this highly interactive workshop you will learn to hone your skills at identifying valid performance metrics linked to financial success for a wide variety of factors that are hard to quantify, such as corporate culture, intellectual capital, customer satisfaction, and marketing/sales. Using a series of case studies from service and manufacturing organizations, attendees will be able to critically evaluate their own organization's metrics and approach to performance management and come away with many examples of creative measures and approaches used by today's leading companies and non-profits.

Mark Graham Brown has spent the last 25 years consulting with organizations to help them improve performance. He is author of two best-selling books on balanced scorecards and planning: "Keeping Score - How to Design and Implement Organizational Scorecards" and "Winning Score: How to Design Organizational Scorecards." He is also coauthor of "Rx for Business: Troubleshooting Organizational Change Programs" and "Why TQM Fails and What to do About It."

Jul 13: Keeping People Motivated and Engaged in an Age of Instability

This program will focus on the key leadership skills necessary for you and your team to survive - and, yes, even thrive - in this age of instability. Specifically, this session focuses on strategies and techniques for communicating more effectively in times of change, including better ways to deliver bad news and ways to keep team performance strong in the face of adversity. We will identify motivational techniques that can sustain and energize your people - and yourself - in the most difficult of times.

Dr. Robert J. Bies is Professor of Management and Founder of the Executive Master's in Leadership Program at the McDonough School of Business at Georgetown University. In addition, he is co-author of the book, "Getting Even: The Truth About Workplace Revenge - And How to Stop It."

Aug 24: 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.

Sep 12: Dignity & Respect: The 7 Pillars of the Engaged and Sustainable Organization

Focused on our mission to make our world a better place for ALL to live, work, learn, and play with ALL of our differences, this program will help individuals work together more effectively. Topics to be discussed include: 1) Understanding how you see yourself, how others see you, and how your filters guide you. 2) Understanding intent vs. impact, and be responsible for your words and actions. 3) Interacting with others in a culturally appropriate manner. 4) Working through differences and gain agreement while maintaining dignity and respect. 5) Building trust, limit bias and favoritism, and strive for the best organizational outcomes. 6) Making dignity and respect a part of day-to-day business practices. 7) Aligning internal commitment to external activities that meet the diverse needs of the workplace and community.

Candi Castleberry Singleton is the founder and Chief Engagement Officer of the Dignity & Respect, Inc. Her organization is dedicated to making the world a better place for ALL to live with ALL of our differences. Based on the foundation of 30 Tips, the Campaign promotes dignity and respect for self, others, and communities.

Oct 04: Strategic Leadership: Aligning the Perspectives That Drive Performance

Today's leaders are faced with a daunting challenge: maintaining performance and profitability while at the same time evolving their organizations to accommodate the new structures and technologies demanded by the networked economy. This highly interactive workshop will help leaders to assess their personal readiness - and that of their organization - to take advantage of the opportunities presented in today's unprecedented environment of change and innovation.

Dr. Albert Vicere is an award winning teacher and researcher, he was profiled as a "next wave leadership guru" by Business Horizons magazine. Author of more than 70 articles, his latest book is "Leadership by Design". He has advised many of the world's leading organizations including AT&T, British Airways, HP, IBM, McDonald's and Motorola.

Oct 18: 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.

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.

Nov 15: 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.

Dec 05: 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.

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