

Houston 2017

Jan 24: Idea Risk Management: A Practical Framework For Turning Ideas Into Results

Ideas exist within a high-risk, survival-of-the-fittest environment, and most die before they have an impact. The biggest risk any idea faces within your organization is that of getting lost in the muddle of the thousands of competing ideas that float through the environment on any given day. This highly interactive workshop will give you practical tools for identifying and mitigating risks to both tactical and strategic ideas within your organization. You will then apply these tools to a specific idea within your environment to increase the probability of its success.

Dr. John Eggert has helped leaders turn ideas into results in organizations as diverse as Arthur Andersen, Blue Cross/Blue Shield, British Petroleum, Citicorp, CNA Insurance, Ford Motor Company, General Motors, Hewlett-Packard, McDonalds, Motorola and Xerox. He has run his own performance improvement firm for over 30 years and has served on the graduate faculty of Syracuse University. He now spends his professional time coaching executives and their teams and giving presentations on Idea Risk Management. John holds a PH.D. in Social Science, with an emphasis on statistics and measurement.

Feb 16: 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.

Mar 21: 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 12: Leading Change: A Manager's Guide to Inspiring Your Team

Middle and senior managers who are experiencing rapid change within their organizations will find this program to be essential to their success. With survey responses from over 100,000 employees around the world, we'll examine what managers and leaders in the Best-of-the-Best organizations do to inspire their teams. We will explore why some people treat change as a catalyst to higher performance and why others fight it every step of the way.

Peter Barron Stark, President of Peter Barron Stark Companies, is co-author of *The Competent Leader and Engaged! How Leaders Build Organizations Where Employees Love to Come to Work*. Peter is one of only a handful of speakers to hold the prestigious dual designation of Accredited Speaker from Toastmasters International and the Certified Speaking Professional from the National Speakers Association. Peter specializes in helping leaders improve their communication skills, build stronger relationships, hold direct reports accountable and build a reputation for delivering superior results. He has been published worldwide in over 300 articles, has written ten books, and created *The Managers Toolkit*, a subscription-based website to help turn managers into leaders. Peter's expertise has been featured by *American Executive*, *Investors Business Daily*, *The New York Times*, *CNN*, *Bloomberg*, *Inc.com* and *USA Today*.

May 09: Design Thinking for Problem Solving and Improving Profitability

This seminar is designed to introduce a set of systems and design thinking concepts and principles that enable you to develop an understanding of complex situations to cope with the challenges of value migration in your organization. Using actual organizational experiences, participants will learn a new framework to create value through the design of great products, experiences and services. Specifically, designing an innovative business model that can successfully operate in diverse organizational contexts (simple, complicated and complex), each of which requires a different approach to planning, management, leadership and decision-making. In particular, participants will learn how to avoid solving wrong problems by integrating a systems thinking mindset with a design thinking methodology. Situation awareness, planning when forecasting is not possible, anticipation through pattern recognition and avoiding strategic blindness will be discussed.

Dr. John Pourdehnad is an educator/consultant in the field of strategic management and change, using systems thinking as a worldview and design thinking as a methodology to solve complex interactive problems. He also holds a faculty appointment in the graduate studies program of Organizational Dynamics at the University of Pennsylvania. His career spans more than three decades working in management, consulting, education and research. He has held senior global management positions in industries including automotive, household appliances and hi-tech. As a scholar-practitioner he has consulted with large and small for-profit and not-for-profit organizations across many industries and with government agencies helping management and leadership teams develop strategic plans and transformational roadmaps.

May 23: How to Present, Communicate, and Influence to Achieve the Greatest Impact

This is a highly practical session that will provide you with both the insight and the inspiration to influence and impact others in a wide range of professional and personal contexts. Whether its communicating with customers, colleagues, your boss or a community group there are ways to sabotage your message or alternatively succeed with it. Attending this seminar will help you avoid sabotaging your success and equip you with the tools required to develop your personal confidence and to present and communicate with impact and influence.

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 15: Relationship Management: Ten Skills Leaders Need to Get the Best From Others

What does it take to get the best performance out of people today? Personal Relationships! No longer can you just tell people what to do. Instead, you must informally seek and build commitment among your team members to do their best. In this session you'll discover new, research-based, techniques, which will help you do that. We'll learn how successful leaders shape their work environments to achieve optimal performance, get others to feel proud of their work, show they value others contributions in surprising ways, offer feedback that really helps, cope with the natural frictions that arise when people work together, and create a meaningful workplace where people, and the organization, can prosper.

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.

Jul 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 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.

Aug 16: 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.

Oct 25: Influence to Impact: Leveraging Interpersonal Power for Women Leaders

Influence is a crucial competency that enables leaders to succeed in the global marketplace. This program is a highly interactive, leadership development workshop for women. In this course women come to understand the three levels of power involved in influencing, they discover their I2I (Influence to Impact) influence profile, they are taught the power of language and the role gender plays in organizational influence, they are taught to use dialogue as an influence tool, and are taught the secrets of leveraging the hidden power of the organization.

Dr. Jeanne Porter King is a seasoned organizational development consultant, author and inspirational speaker that has been called to lead and make a difference in the lives of others. She has worked in a number of development roles in Fortune 100 companies, which includes working as Senior Consultant in the Diversity Practice of Price Waterhouse.

Nov 15: Creating a Connection Mindset: Boost Employee Engagement, Productivity and Innovation

Sharing knowledge integrated from research in multiple fields, including neuroscience, organizational behavior, psychology, sociology, history and his firm's proprietary research, Mr. Stallard describes the "Connection Culture" that every organization needs to thrive for sustained periods of time. During this session, you will learn: what motivates individuals to give their best efforts; three types of relational cultures; six human needs to thrive; five elements of a Connection Culture; and best practices of individuals who create Connection Cultures.

Michael Stallard is president of E Pluribus Partners, a leadership training and consulting firm that helps leaders create high-performance, life-giving workplace cultures. He speaks, teaches, coaches or consults at a wide variety of business, government, healthcare and education organizations. Michael is the primary author of the books *Fired Up or Burned Out: How to Reignite Your Teams Passion, Creativity and Productivity* and *Connection Culture: The Competitive Advantage of Shared Identity, Empathy and Understanding at Work*.

Dec 05: The Unspoken Language of Business: Workplace Politics, Power and Influence

Accomplishing the goals of any organization requires savvy employees who know how to forge alliances and avoid animosities. In this session, participants will identify which of the rules of positive politics they are most likely to violate; obtain guidelines for their own conduct and for managing relationships with co-workers and their own manager; learn to avoid pitfalls in business communication, both oral and written; become adept at tapping into the power structure within an organization; explore a real-world case study that involves numerous political issues; learn how to network in order to expand their influence and recruit supporters for their initiatives and career; and enhance their working relationship with their manager.

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.

Jan 23: The Resilient Leader: Seven Skills to Boost Your Leadership Abilities and Strengths

In this session you will learn 7 skills to boost your leadership abilities and to foster an atmosphere of your resilience for and in those you lead. You will receive a personal profile of your strengths and weaknesses across the 5 strengths that make an excellent and resilient leader - Integrity, Mentoring, Aligned Values, Results, & Connection to the job. This profile will direct your customized learning as you practice the leadership skills. In this fun and interactive session, what you learn about yourself as a leader will be revealing.

Dr. Andrew Shatt is the founder and President of Phoenix Life Academy. He is a fellow with the Brookings Institution where he facilitates programs for high-level audiences from the Department of Defense, Homeland Security, the IRS, NASA, the CIA, and all branches of the military. He served as adjunct Assistant Professor of Psychology at the University of Pennsylvania from 2000 to 2006, and was a highly decorated teacher in 2003, he was voted the best professor by students in the School of Arts and Sciences and in 2006 he received the Deans Award for Distinguished Teaching. Dr. Shatt has devoted his career to understanding the psychological aspects of motivation, leadership, and resilience and to developing programs to optimize human performance in a wide array of arenas - the workplace, in health, in academics, and in sports. Dr. Shatt is co-author of *meQuilibrium* and *The Resilience Factor*.

Feb 27: 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.

Mar 21: Optimizing Your Time and Focus to Make Your Best Even Better

This session is designed to engage, inform and equip participants with the tools, mindset and practices to improve their productivity by 20% or more every day. Managing email, attending meetings, planning projects these are all the types of work our clients say they need to do more effectively and more efficiently. This program is designed to help get more of the right things done, faster and easier, using the tools and systems we all have access to. Learn what top performers know about productivity and effective leadership. Learn specific time management and productivity insights that you can implement immediately at your office and with your team!

Jason W. Womack, MEd, MA sees the world differently. He doesn't deny there are 24 hours in the day, but he defies low expectations for what can be accomplished in that time. The author of the business development books *Your Best Just Got Better: Work Smarter, Think Bigger, Make More*, (Wiley, 2012) and *The Promise Doctrine: A System for Consistently Delivering on Your Promises* (2010). Jason shows that working longer hours doesn't have to be your only choice to increase your productivity and performance. He teaches practical solutions to everyday workflow that will free you up to focus on your bigger leadership goals and projects.

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