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Important News About Our Training Partner, NST
See page 2 for details
We conduct 16,000+ live events each year. Find us in a city near you!

More than 250,000 individuals trust SkillPath for their training needs.

100% Unconditional Guarantee
We stand behind the high-quality training we deliver. That's why we offer an unconditional guarantee. If ever you're not completely satisfied for any reason, just let us know. We'll send you a full refund or arrange for you to attend another program. You have our word on it.

Visit [skillpath.com](http://skillpath.com) for more information.

Helping You Build a Better Workforce Since 1989
When it comes to knowledge and experience you can trust, SkillPath beats competitors hands down. For 30 years, we've been leaders in professional improvement. Our primary focus has always been on helping you, your staff and your business be better—better communicators, better leaders and better employees overall.

The skills to make you better, the answers to make you smarter, the options to make you happy
We leverage decades of experience to provide you and thousands of clients across key industries with strategic, innovative training solutions designed for individual and organizational success.

Our solutions are as unique as your business needs …
Different learning objectives require different methods, tools and techniques. Our comprehensive Professional Development catalog gives you the option to choose what and how you learn it …

… putting YOU in charge of your own professional path.

Visit [skillpath.com](http://skillpath.com) for more information.

National Seminars Training (NST) is now SkillPath
We're excited to announce that NST has joined with SkillPath to unite under one solid brand. Leveraging decades of experience, we help you build a better workforce by providing first-class personal and professional development to companies and businesspeople everywhere through strategic and innovative training solutions.

Helping You Build a Better Workforce Since 1989
When it comes to knowledge and experience you can trust, SkillPath beats competitors hands down. For 30 years, we’ve been leaders in professional improvement. Our primary focus has always been on helping you, your staff and your business be better—better communicators, better leaders and better employees overall.

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2 3
Bring any training course on-site to your location. Learn more.
Our **passion for learning** extends beyond business ... and into the community at large

SkillPath operates with one overarching mission:

*Provide tools and instruction so that those who want to be better can be.*

Since 2001, we have contributed more than $125 million to Graceland University scholarship, endowment and operational funds.

SkillPath contributes 100% of our excess earnings to support college students.

Students from nearly every state and 30 nations choose from more than 50 academic majors and programs at Graceland—and its graduate online education program consistently ranks as one of the nation’s best. [graceland.edu](http://graceland.edu)
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Bring learning to your location with customized on-site training

If you have multiple employees who could benefit from SkillPath training, consider bringing it on-site.

Our SkillPath Enterprise Solutions team can tailor any program to your organization and its unique objectives. You’ll appreciate our client-centered, strategic approach built on the foundation of five learning pillars that drive organizational success.

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Is this your first time training with us?
Check out our guide, “What to expect at one of our workshops” on page 38.
You can’t afford to rest on your laurels or assume that you have all the answers.

Leadership strength is critical to your career success, whether you’re a shift supervisor, a department manager or a senior leader. Our seminars teach you the basic techniques you need to lead effectively—how to establish authority; boost credibility; communicate better; and earn respect from employees, peers and executives.

As someone new to management, you may have a gap in your skill set—whether it’s delegating, communicating, coaching or something else.

The challenge is finding the time to fill that gap. At SkillPath, we offer a full spectrum of management and leadership seminars, Webinars, DVDs, CD-ROMs, books and other resources that provide the knowledge and skills that can impact your career and improve your day-to-day interactions at work.

Flip to the next page for training that builds your skills for leading the teams of tomorrow.
Lead your team to high performance

FEATURED PROGRAM
Excelling as a Manager or Supervisor

Achieve your full potential—not just as a manager or supervisor but as a true leader who commands the respect, commitment and credibility that moves people to action and inspires greatness.

From coaching to delivering criticism to delegating and more, this powerful, one-day workshop shares the latest and BEST techniques to enhance overall team performance.

• Create high-trust relationships that boost employee engagement
• Deliver crystal-clear communication that can’t be misunderstood or ignored
• Tap workers’ innate motivation and watch enthusiasm and productivity soar
• Control workplace conflict and handle crisis situations without losing your cool
• Build assertiveness that projects confidence and establishes your authority

Find out when we’re coming to your area or register today!

Click on the icons below for...

- Complete list of dates in your area
- Downloadable course brochure
- Full workshop agenda
- Sample of the course workbook

One-day workshop

$99 per person
$89 each for 4 or more

Learn to shine in your new leadership position

Management & Leadership Skills for First-time Supervisors & Managers

Fast-track your leadership success. Learn the issues all new managers face—and how to overcome them. This intensive, highly interactive, two-day immersion course is designed for new supervisors who want to grow their management skills at an accelerated pace.

• Find your best management style and make it work for you
• Practice how to communicate like a pro
• Identify your role in delegation, team performance, discipline and more. Learn to excel at them all!

How to Successfully Make the Transition to Supervisor

Get everything you need to make the jump from staff to supervisor successfully. This engaging workshop will help new managers tackle any issue they’re faced with, from communication nightmares to motivation strategies.

• Adapt to new responsibilities
• Avoid common pitfalls
• Adjust to sometimes complex changes in work relationships

Two-day workshop

$299 per person
when 3 attend, a 4th is free!

Download a course brochure or register today.

One-day workshop

$149 per person
when 3 attend, a 4th is free!

Download a course brochure or register today.

See a complete list of dates in your area

CAREER TIPS
Five Steps for Mediating and Managing Conflict Between Co-workers

Conflict will always happen at work, but how a manager handles conflict when it’s between co-workers has a dramatic effect on how the department functions. Mediate the situation well and the department grows stronger. Done ineffectively, the department can suffer toxic effects.

▷ Read the article.

Leading a multigenerational workforce is tricky

What makes employees in their 20s and 30s tick? What turns them off about traditional workplaces? What drives them? For answers, check out Managing Millennials and a Younger Workforce today.

Managing Millennials and a Younger Workforce

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See a complete list of dates in your area

Download a course brochure or register today.

CAREER TIPS
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Conflict will always happen at work, but how a manager handles conflict when it’s between co-workers has a dramatic effect on how the department functions. Mediate the situation well and the department grows stronger. Done ineffectively, the department can suffer toxic effects.

▷ Read the article.
Get the complete supervisory training you need

**The Complete Course on How to Supervise People**
Learn the best problem-solving approaches and proven techniques for any supervisory level. Let us help you traverse the rocky road every supervisor travels by making the journey less painful and infinitely more successful.

- Boost your credibility and trust
- Hire and train high performers
- Set your team up for success with defined goals

**How to Excel at Managing and Supervising People**
Get out of your supervisory rut! Boost performance, productivity and the bottom line. Learn techniques and strategies to renew your energy and give you a tremendous edge now and throughout your professional future.

- Manage with trust and integrity
- Communicate like a leader
- Make better management decisions to get more done

**Excelling as a Highly Effective Team Leader**
Discover the strategies and solutions that will lead your workers to peak performance. Learn practical techniques for achieving your true potential as a team leader who earns trust, respect and enthusiastic effort.

- Provide important feedback
- Encourage team innovation
- Create clear goals and rally others to share your vision

**Build your skills** anytime, anywhere!

**Lead your team and encourage them to soar**

**The Managers and Supervisors Conference**
Boost management effectiveness at every level. This you-pick-the-training event has dozens of fresh techniques and time-tested approaches for performing at the top of your game.

- Spark passion and inspire employees to do their best
- Hire top talent and keep your top performers happy
- Achieve your true potential and become a more powerful leader

**The Conference on Leadership Development and Teambuilding**
Create a culture of engagement for your team, streamline procedures and solve nagging problems. This unique two-track training day provides an opportunity for you to choose the agenda that best suits your needs and make the most of your innate talents to fully develop your leadership abilities.

- Tap into your inner strengths to discover the leader within you
- Learn how to speak so others know how to follow
- Light the fire of excellence in your team

**Leadership Best Practices**
Survey the traits and best practices of legendary leadership thought leaders and create a road map to your own success.

**Dealing Effectively With Unacceptable Employee Behavior**
Get the productivity, cooperation and results you need without damaging relationships.

**The Complete Course on How to Supervise People**

- Item No. 10-9117; one DVD and Program Guide
- Special Catalog Price: $99.95

**Dealing Effectively With Unacceptable Employee Behavior**

- Item No. 10-9124; one DVD-ROM
- Special Catalog Price: $149

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Empower your team for everyday success

Coaching and Teambuilding Skills for Managers and Supervisors
Motivate... communicate... support... train... reward. If you’re responsible for getting results from any group of people, then you’re in charge of a team—and the team’s success depends on you.
- Reenergize your team to reach new heights
- Inspire productive teamwork and celebrate the accomplishments
- Lead your diverse team to greatness through the achievement of shared goals

Coaching and Mentoring Skills for Leadership Success
Relying on your supervisory skills alone simply doesn’t work—moving to the next level requires mentoring and coaching.
- Develop top talent to keep them inspired and excited for each new day
- Energize underachievers so they want to rise to the top
- Create a stronger, smarter, more cohesive team that’s enthusiastic, supportive of goals and driven to win every time

The Supervisor’s Role as Trainer & Coach
Great coaching can send your team’s productivity soaring. This one-day course shows you how to use your own knowledge and experience to teach others to improve efficiency and work smarter.
- Make on-the-job training super effective for everyone on your team
- Know when training is the answer and when it is not
- Learn the best ways to follow up and make sure new knowledge is being applied

Leadership & Management Skills for Women—One-day Workshop
Get the tools, building blocks and tips you need to create your personal road map to success. Developed by the National Businesswomen’s Leadership Association, this workshop is designed to build on your inherent talents and strengths to help you become more confident and successful in your management position and in everything you do.
- Learn new strategies for effective leadership at all levels—in every situation
- Sharpen your discipline and feedback skills for improving employee performance
- Successfully lead through times of chaos and pressure

Leadership & Management Skills for Women—Enhanced Two-day Training
This is our premier professional development event for women in leadership roles—two full days of peer interaction, leadership tips and interpersonal insights that will propel your career to new heights.
- Leverage your skills and talents
- Eliminate career roadblocks
- Increase your visibility, effectiveness and influence

Survive and thrive in your leadership role

In the U.S., there are more CEOs named John than all female chief executives combined

Bring any training course on-site to your location. Learn more.
Manage your team with confidence and authority

**Assertiveness Skills for Managers & Supervisors**

Assertiveness isn’t an option for success-minded managers like you—it’s a must-have skill. This powerful one-day seminar will provide you with the communication essentials you need to manage from a place of greater confidence and authority.

- Practice powerful speech habits
- Handle chronic troublemakers
- Deal with people who try to circumvent your authority

**Dealing Effectively With Unacceptable Employee Behavior**

Turn underachievers into productive team members. This workshop offers insight into both coaching and discipline, from assessment to intervention to corrective or punitive actions.

- Redirect disruptive conduct
- Recognize the real problem and develop solutions together
- Choose the right intervention technique—and learn to properly execute it

**50 Ways to Become a More Effective Leader**

You’ll love this fast, fun and highly effective way to transform yourself into an outstanding leader. In each power-packed, seven-minute segment, you’ll learn how to be more effective at a key component of your leadership role. This comprehensive program is divided into five modules covering the most important areas of effective leadership.

- **Communication**
  - Communicate clear instructions every time
  - Avoid common communication mishaps
  - Give great impromptu speeches

- **Managing**
  - Set priorities with your team
  - Manage performance reviews and evaluations
  - Offer feedback without criticism

- **Leading**
  - Lead change
  - Show appreciation to your team
  - Inspire those around you

- **Producing**
  - Teach employees how to think for themselves
  - Successfully multitask
  - Increase employee accountability

- **Coaching**
  - Coach peak performers
  - Turn complainers into effective employees
  - Motivate and inspire your whole team

**Upcoming Leadership Webinars**

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- **Managing Employees Who Are Stretched to the Max** ..................................................... 9/19
- **The Supervisor’s Guide to Giving Directions, Feedback and Criticism** ................................. 9/24
- **NEW! How to Establish Effective Team Communication and Resolve Team Conflicts** ........ 9/26
- **Making the Transition From Staff to Supervisor** ............................................................ 9/30

See page 36 for more information.

**50 Ways to Become a More Effective Leader**

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- **Own the whole set.**
  - Communicating
    - Communicate clear instructions every time
    - Avoid common communication mishaps
    - Give great impromptu speeches
  - Managing
    - Set priorities with your team
    - Manage performance reviews and evaluations
    - Offer feedback without criticism
  - Leading
    - Lead change
    - Show appreciation to your team
    - Inspire those around you
  - Producing
    - Teach employees how to think for themselves
    - Successfully multitask
    - Increase employee accountability
  - Coaching
    - Coach peak performers
    - Turn complainers into effective employees
    - Motivate and inspire your whole team

**One-Day Workshop**

**$199** per person when 3 attend, a 4th is free!

**$149** per person $139 each for 4 or more

Download a course brochure or register today.

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See page 36 for more information.

Sign up online today!
Business classics that belong on your bookshelf

**The Leadership Challenge**

*by James M. Kouzes and Barry Z. Posner*

Stay current, relevant and effective in the modern workplace. Grounded in research and written by the premier authorities in the field, *The Leadership Challenge* is the gold-standard manual and an indispensable resource for leaders at all levels—C-Suite, upper management, staff supervisors, team leads and more. Learn how extraordinary leaders accomplish extraordinary things ... and how to develop your leadership skills and style to be more impactful every time.

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▷ **Learn more here.**

**Lifescripts**

*by Stephen Pollan and Mark Levine*

Navigate any workplace conversation and come out on top with these 109 powerful scripts that help you prepare for difficult on-the-job conversations. Whether you’re confronting a co-worker or dealing with your supervisor, Lifescripts gives you the most effective approach and the actual words to use. Each script provides an icebreaker, a pitch, an answer to every question and a defense for every attack. Get strategic pointers on attitude, timing, preparation, behavior and more.

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▷ **Buy it.**

**The Disney Way Series**

Whether your company is large or small, this dynamic, five-part program will bring greater vision and innovation to your business operations and success beyond your highest expectations. Disney expert and best-selling author Bill Capodagli will show you how. Every member of your organization can benefit from this invaluable training!

Item No. 20-8305; five CD-ROMs. Also available on a single USB flash drive: Item No. 20-7001.

▷ **See what’s inside.**

**Enjoy extraordinary Disney-inspired success**

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Learn the story behind the Disney empire’s phenomenal success, including the brilliant strategies and principles you can use to create your pathways to excellence.

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Go on a tour of the most creative organization in the world. Learn to believe in your team … try something different … create your own corporate playground … and more.

**Creativity—The Disney Way**

Discover the behind-the-scenes simplicity of Disney creativity, which culminates in a feeling throughout your organization that there is no obstacle that can’t be overcome.

**Leadership—The Disney Way**

Success in business comes from passionate leadership, and there’s no better model to follow. Employ the same leadership strategies Disney uses to tackle your most daunting business challenges.

**Customer Service—The Disney Way**

Walt Disney fully understood that every customer encounter means an employee is on stage. Learn the secret to dazzling customers to win their loyalty for life.

**Creativity—The Disney Way**

Discover the behind-the-scenes simplicity of Disney creativity, which culminates in a feeling throughout your organization that there is no obstacle that can’t be overcome.

**Leadership—The Disney Way**

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**Customer Service—The Disney Way**

Walt Disney fully understood that every customer encounter means an employee is on stage. Learn the secret to dazzling customers to win their loyalty for life.
Time is a finite resource ... it’s up to you to make the most of it.

Efficient time management is the key to getting the most out of your day—and to surviving increased workloads that come with leaner work staffs.

From staying on top of your email inbox to juggling priorities on multiple projects, our time and project management courses will help you reach your goals. You’ll discover new techniques for budgeting time more effectively—and you’ll learn how to rethink and reprioritize on a moment’s notice.

The problem with falling behind in the workplace is that you’re not just making yourself late ... you’re putting everyone else behind too.

Take back control of your day. SkillPath provides you with training you can trust—seminars, Webinars, digital downloads and more that help you develop your own tool kit of techniques and tactics to use when you’re faced with multiple projects and too many deadlines.

Flip to the next page for training that helps you overcome distractions and accomplish your goals.

The average employee is interrupted from their work 56 times per day

The average employee spends two hours a day recovering from interruptions

Time management training:

Work smarter and step up your personal productivity
Prioritize when everything is urgent

FEATURED PROGRAM
Managing Multiple Projects, Objectives and Deadlines

Accomplish more tasks every day by implementing a new plan proven to increase personal and professional productivity.

If you juggle projects, deadlines and multiple demands on a daily basis, this powerful workshop is for you. You’ll gain vital new insights into how to maximize your on-the-job effectiveness and reduce stress with workplace-tested strategies for planning projects and organizing priorities.

• Gain control of your workday, eliminate hidden time-wasters and boost productivity
• Sort priorities, set deadlines and cut the time required for any project
• Handle competing priorities with minimal stress and no multitasking!
• Organize for efficiency with proven strategies guaranteed to tame the chaos
• Avoid the pitfalls of perfectionism without sacrificing excellence

Find out when we’re coming to your area or register today!

Click on the icons below for ...

- Complete list of dates in your area
- Downloadable course brochure
- Full workshop agenda
- Sample of the course workbook

ONE-DAY WORKSHOP
$149 per person
$139 each for 4 or more

Master your time and maximize effectiveness

Managing Multiple Priorities & Projects

Get more accomplished faster—with better results. This training offers step-by-step methods for staying in control of priorities, deadlines and budgets!

• Learn top prioritizing tips and tools
• Eliminate time-wasting habits
• Effectively manage change, crises and other unexpected obstacles

Organization Skills for the Overwhelmed!

Take control, get organized—and get everything done! This training transforms how you prioritize your work and delivers the must-have skills to master your time and maximize your effectiveness.

• Eliminate time-wasters
• Get the upper hand on paperwork
• Rer evaluate your schedule and learn how to find more “free time”

Keep projects on track for success every time

Fundamentals of Successful Project Management

Keep your projects on track, on budget, on time. Discover the strategies to create a plan, implement it, monitor progress, correct as necessary and deliver as promised.

• Understand the importance of planning
• Set realistic timelines
• Establish checkpoints and prepare “off-course” alarms

TWO-DAY WORKSHOP
$399 per person
$349 each for 4 or more

TRAINER SPOTLIGHT
Isaac Wambua
Productivity and Leadership Educator

As a top workshop leader, trainer and motivational speaker, Isaac’s passion is empowering others to rise to their potential. He specializes in leadership development and productivity training—inspiring individuals with his engaging style. Isaac’s high-energy training will motivate you as you accomplish your goals and move toward greatness.

Download a course brochure or register today.

See a complete list of dates in your area

Download a course brochure or register today.

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Download a course brochure or register today.

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skillpath.com
Soft skills may not be on your resume, but they’re vital to your future success.

You can’t see what the future holds or what your job will look like five years from now, but you can protect your career future by brushing up on the skills that stand the test of time.

Thanks to the rise of cutting-edge technology, tasks that require hard skills are on the decline, making soft skills—communication, emotional intelligence and other people skills—key differentiators in the workplace. They’re also among the most in-demand qualifications a candidate can bring to the table.

So whether you want to advance your career or simply stay employed, these training workshops will help prepare you for what lies ahead.

At SkillPath, we’ve trained millions in the kind of soft skills that make a positive impact on your job skills, your relationships at work and in your career. Our seminars, Webinars, books, CD-ROMs and other resources are all designed to help you overcome virtually any workplace challenge.

Stand out from the competition. Flip to the next page for training that will set you apart from your peers.

Nearly 100% of employers said soft skills are either “essential” (53%), “very important” (40.1%) or “important” (6.5%) factors in hiring decisions¹

59% of U.S. hiring managers believe it’s difficult to find candidates with soft skills.²

Communication & Personal Development training:
Upskill now to future-proof your career

Sources:
1—LinkedIn, 2015
2—Wonderlic, 2016
Master the skills that will set you apart

FEATURED PROGRAM
The Complete Two-day Seminar on Communicating With Tact and Professionalism

Gain communication skills that never miss the mark. Whether you’re a new hire, a project manager or the CEO, the communication skills you’ll learn in this two-day intensive course will take your overall workplace efficiency to the next level.

You’ll strengthen your speaking, writing and interpersonal skills … and master effective communication under stress, in tough situations and with all personality types. You’ll learn how to stay in control of any situation and to manage your responsibilities with tact, poise and polish.

- Deal easily with difficult people, defuse tense situations and tactfully deliver bad news
- Get more cooperation from others, increase your influence and earn loyalty
- Maintain your composure, answer questions masterfully and handle fewer conflicts
- Increase effectiveness and productivity and eliminate stress caused by poor communication
- Empower your employees to communicate effectively with both peers and leadership

Find out when we’re coming to your area or register today!

Click on the icons below for...

- Complete list of dates in your area
- Downloadable course brochure
- Full workshop agenda
- Sample of the course workbook

TWO-DAY WORKSHOP
$299 per person
$269 each for 4 or more

Polish your speaking skills and earn credibility

Breaking Bad Communication Habits
Harness the power of stronger, more effective verbal skills. Identify and eliminate habits that are negatively affecting your communication potential and make an immediate impact on your career.

- Eliminate vague language
- Build credibility
- Improve listening skills and nonverbal communication

ONE-DAY WORKSHOP
$199 per person
when 3 attend, a 4th is free!

Download a course brochure or register today.

See a complete list of dates in your area

How to Become a Better Communicator
Communication is the most important career skill of all. Attend this day of discussion on real-world communication issues and real-life solutions that you’ll be able to put to use right away.

- Establish trust and credibility
- Communicate assertively
- Make an impact on others and gain influence

ONE-DAY WORKSHOP
$149 per person
$139 each for 4 or more

Download a course brochure or register today.

See a complete list of dates in your area

CAREER TIPS
3 Ways to Avoid Groupthink When Your Work Team Is Making Decisions

Listening is the most-used communication skill we have. But great listening only comes with practice and attention. Get tips on becoming a better listener.

▷ Read the article.

Stop sweating presentations!

Appear poised and confident, even when you’re not! Get the presentation pointers and critical delivery skills you need to overcome any uneasiness you may have when presenting to others.

Learn more.
Stronger, **more effective verbal skills** can be yours

**How to Communicate With Tact, Professionalism and Diplomacy**
Learn the powerful techniques, tools and strategies that will make the most significant impact on your effectiveness. Master all facets of on-the-job interpersonal communication—from speaking to writing to listening to presenting.

- Establish instant rapport
- Write like a professional
- Communicate with poise in difficult situations or conflicts

**Essential Skills of Dynamic Public Speaking**
If you occasionally “um” and “ah” your way through a presentation, this workshop is just what you need to boost your confidence and credibility.

- Connect to your audience
- Make clear, organized points
- Remain calm, cool and collected, even through tough Q&A sessions

**Get inspired and write your own success story**

**Finding Your Moxie**

Success, happiness and fulfillment in life does not result from a checklist—it’s a result of moxie: courage, spirit, energy, know-how, confidence, fearlessness, gumption and guts! If you have moxie, you won’t let minor setbacks stop you, you won’t give up.

Debra Fox’s best-selling book, Finding Your Moxie, provides step-by-step instructions on how to develop the moxie it takes to stand up for yourself, stop playing by everyone else’s rules and write your own success story!

$19.95

**The Conference for Women**
Spend the day with the most inspiring professional trainers you’ll ever meet—and network with women who are facing the same life situations you are. It’s a day full of meaningful insights you won’t soon forget!

- Assert yourself as a leader
- Create a powerful, positive image
- Control difficult people and stressful situations

$199 per person (when 3 attend, a 4th is free)

**Conflict Management Skills for Women**
Start living with less stress, greater harmony and more positivity. Gain proven strategies that work in a variety of conflict situations—from minor disagreements to potentially explosive confrontations.

- Defuse emotional standoffs
- Confidently stand your ground
- Deal with issues in ways that help everybody win

$249 per person (when 3 attend, a 4th is free)

**Gain meaningful insights** from women like you

$149 per person ($139 each for 4 or more)

**Find out more!**
Download a course brochure or register today.

**Order your copy now.**

**YOU’LL DISCOVER SO MUCH ABOUT YOURSELF!**

- Why success does NOT come to those who wait
- How to set or reset your life GPS
- How to set boundaries in life and relationships
- How to invest your time where you’re appreciated, not tolerated
- That conflict is NOT a dirty word
- How to have healthy conflict and resolution
- How college and knowledge are not the same thing

**AUTHOR SPOTLIGHT**

Debra Fox
Author and SkillPath Trainer
Internationally acclaimed motivational speaker Debra Fox’s mission is to change people’s lives. Her bestselling book, Finding Your Moxie—Myths and Lies Successful Women Kick to the Curb, continues to encourage and inspire women worldwide.
Unlock **powerful soft skills** and advance your career

**Developing Your Emotional Intelligence**

Learn how to read people and respond in the most effective way. This eye-opening day will show you why emotional intelligence is a better predictor of success than your IQ or technical skills. Yes, it’s that important!

- Stay in control of situations
- Gain respect as a problem solver
- Be aware of emotional trigger words and nonverbal cues

**Strengthening Your People Skills in the Workplace**

No other skill set is as crucial to your professional success. Get the proven tools and techniques you need to make an immediate, dramatic improvement in the way you work with others.

- Tactfully resolve conflict
- Eliminate negative habits
- Positively handle difficult people and high-stress situations

**Make groundbreaking progress** in the workplace

**Sparking Innovation and Creativity**

Streamline procedures and solve nagging problems. A more innovative workplace leads to breakthroughs that lower costs, increase productivity and power up job satisfaction.

- Turn around negative beliefs
- Make better decisions
- Overcome the fear of failure and unlock true creativity

**ONE-DAY WORKSHOP**

**$149** per person when 3 attend, a 4th is free!

**Download a course brochure or register today.**

See a complete list of dates in your area

**$199** per person when 3 attend, a 4th is free!

**Download a course brochure or register today.**

See a complete list of dates in your area

**Inspire Creativity and Innovation in Your Workplace**

**Upcoming Communication & Personal Development Webinars**

- **Communicating Through Email:** 9/9/19
- **Developing Your Emotional Intelligence:** 9/10/19
- **Handling Confrontational Customers:** 9/13/19
- **Clear and Confident Communication Skills:** 9/17/19
- **Becoming a Customer Service Superstar—Get Primed for the Clim—** 9/20/19
- **How to Effectively Handle Customer Complaints:** 9/27/19
- **Managing Chaos & Pressure at Work:** 10/3/19
- **Bill Capodagli Presents Customer Service “The Disney Way”:** 10/8/19
- **Communicating With Tact & Finesse:** 10/9/19
- **Defeating Negativity in the Workplace:** 10/11/19
- **Stress Management for Women:** 10/14/19
- **Handling Personality Clashes in the Workplace:** 10/17/19
- **How to Handle Emotions Under Pressure:** 10/22/19
- **Breaking Bad Communication Habits:** 10/24/19
- **How to Remain Cool and Collected in Challenging Conversations:** 10/31/19

See page 36 for more information. Sign up online today!

**CAREER TIPS**

Why Emotional Intelligence Matters So Much at Work

Strong workplace relationships and trust start when we can interact well with those around us. **High emotional intelligence is vital to making that happen.**

▷ Read the article.

People are creatures of habit. Yet today’s quickly evolving business environment **demands agility, innovation and employees who easily adapt to change.** How can organizations encourage the creativity they need?

▷ Read the article.

Bring any training course on-site to your location. Learn more.
Get high-demand skills you need to compete

$99

Emotional Intelligence

The workplace is bursting with emotional situations, and the people who most successfully navigate through it are the ones who’ve unlocked the power of emotional intelligence (EI). This DVD is your key. Our exciting 90-minute program reveals the secrets of EI—the ability to stay calm and in control of every situation—and explains how to use this skill to take your career to the next level.

Item No. 10-9127; one DVD and Program Guide
▷ Order now.

$399

Through the Customer’s Eyes

Available in your choice of DVD, USB or online formats.

This ALL-NEW, updated program features affordable, objective training that is 100% trackable and measurable with a certification option available.

• Increase customer loyalty
• Improve employee productivity
• Boost your company’s bottom line

Item No. 10-9601; 6 DVD-ROMs
▷ Get more details.

All-new training for your customer service team

A national report recently concluded that 70% of consumers will spend more money for great service. That’s why training your team to deliver exceptional customer care makes such great business sense. Organizations that focus on the customer experience understand that GREAT SERVICE MATTERS . . . and they’re setting the bar higher every year. So if you’re not already working to improve your company’s customer experience, you need to start now.

Through the Customer’s Eyes will provide your team with the skills they need to deliver an excellent customer experience every time.

7 out of 10 consumers will spend more money for great service

Through the Customer’s Eyes

Module 1: Why Customer Service Matters

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In today’s super-competitive workplace, there is no substitute for knowledge and skills. Of course, career training is sometimes hard to squeeze into an already busy schedule.

That’s why our Webinars are designed with your needs and goals in mind. Quick and convenient, every online training event we offer is packed with important skills you need to help advance your career and achieve your full potential.

Your co-workers can attend for FREE! When you participate in one of our Webinars, one affordable registration fee entitles you to an online connection you’re free to share with as many colleagues as you like. So reserve the conference room over lunch and invite your whole team to watch and learn. The convenience—and value—simply can’t be beat.

HOW IT WORKS:
You can view each one-hour Webinar on any device without ever leaving your desk. All you need is a high-speed Internet connection. Here’s how it works ...

1. Each registration receives a single Web connection link
2. On training day, simply click on the link you received with your registration confirmation
3. You’re connected and ready to go!
4. More questions? Webinar FAQs

Register today, only $199!

**WEBINAR START TIMES**

- 2:00 p.m. Eastern
- 1:00 p.m. Central
- 12:00 p.m. Mountain
- 11:00 a.m. Pacific
- 10:00 a.m. Alaskan

**WEBINARS**

Train your entire team for one low price—without leaving the office

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- 10:00 a.m. Alaskan
What to expect at one of our workshops

Preparing for the event

WHAT TO BRING
We will provide a workbook for you to take notes in, but be sure to bring something to write with. Water will be provided, but feel free to bring snacks.

WHAT TO WEAR
Wear what you like—there is no dress code. Most attendees wear business casual attire, but it’s up to you. You may want to bring a jacket or sweater.

The location

PARKING
We do our best to find facilities with free parking. However, some have paid parking only. You may want to check with the facility ahead of time.

THE ROOM
All event spaces have tables and chairs. Many have free wi-fi, but this cannot be guaranteed. The rooms are kept at a relatively comfortable temperature.

The schedule

CHECK-IN
Registration opens 45 minutes before start time. Check the directory for the exact location of the seminar, and be ready to go 10 minutes before it begins.

LUNCH AND BREAKS
Lunch is on your own, 11:45 a.m. – 1:00 p.m. Many facilities are conveniently located near restaurants. Several 10- to 15-minute breaks are scheduled throughout the day.

Who will be there

THE TRAINER(S)
Our trainers are the best … period. We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what’s more, they’re exciting communicators who will provide you with one of the most interesting days you’ve ever spent.

OTHER ATTENDEES
You’ll meet other professionals from your area. Most participants are eager to network and share information, job leads and more.

Our trainers make every learning experience interactive, engaging and most of all, fun

▷ Go here to learn more about our unique training events.
Discover the on-site solutions to your corporate training needs.

You can request a free needs assessment here or call 1-866-222-6315 to speak with one of our expert consultants today.

On-site training: Customized training for your people, your place and your objectives

Our mission is to provide the highest-quality training for companies and businesspeople around the world, so they can benefit personally and professionally from the experience.

Content
Innovative, ever-evolving and relevant to your organization’s needs, our training content sets us apart from our competitors and features learning solutions built across a five-pillar spectrum. From leadership development to harassment training—whatever goals your company has and whatever challenges it may face—SkillPath delivers cutting-edge solutions tailored to your business and its unique vision for the future.

Industries
Our instructional proficiency and subject matter expertise combine with our diverse experience to create successful learning outcomes for organizations across key industries.

SkillPath has over 30 years of learning success in several key industries, including: Government, Manufacturing, Health Care, Finance, Education, Hospitality, Entertainment, Nonprofit, Services, and Technology.

Modalities
We offer a wide array of flexible training modalities to deliver blended learning solutions that can be customized to align with your business, training and performance goals. Click the icons below for a sample.

- **Live Instructor-led:** In the learning process, nothing can truly replace the interactive, face-to-face experience with a live instructor.
- **Virtual Instructor-led:** A live, interactive virtual classroom solution delivered directly to your computer.
- **eLearning:** Reach your professional development goals quickly and at your own pace with SkillPath’s signature eLearning solution, STAR12.
- **Coaching:** Implemented as a follow-up to training or as a stand-alone session, coaching works to maximize your organization’s training investment.

FREE White Paper
The New Positive Psychology Approach to Unconscious Bias, Implicit Bias and Inclusive Workplaces

FREE Webinar
Diversity and Inclusion: A Powerful New Approach

Download the paper today.  
Watch for free here.

Compliance  Teamwork  Leadership  Communication  Productivity
A lack of compliance can cost your company millions of dollars in fines and brand damage.

As an HR pro, you are the front line of defense ensuring that your company is treating people fairly, legally and keeping them (and your business) out of danger.

Not only do you oversee critical employee issues like benefits, discipline, hiring and firing—you also need to understand the alphabet soup of regulatory challenges like the ADA, the FMLA, the FLSA, workers’ comp and even OSHA regulations to help avoid costly fines and prevent liability (including the potential harm to your company’s reputation). Clearly, HR compliance is essential for success in today’s legal environment.

Embrace a preventive approach with SkillPath, your one-stop shop for regulatory training. We blanket the U.S. with live training events led by world-class experts on HR issues and OSHA safety training. Plus we offer a wide variety of additional resources—Webinars, books, digital downloads, DVDs and more—everything you need back at the office to stay up to date and compliant.

Add a layer of protection for your business. Flip to the next page for compliance training options.
Protect your company from liability

FEATURED PROGRAM
HR Law
No HR professional should miss this all-inclusive HR 101 workshop. It provides you with a comprehensive overview of all the HR hot spots—the foundation of knowledge you need to navigate your way through human resources in today’s complex business world.

We cover everything from anti-discrimination to workplace harassment—without getting you mired in the tiny nuances of each law. Instead you’ll walk away with a solid understanding of the critical basics and how you can protect yourself and your company from liability. Plus, you’ll return to the office armed with resources you can easily reference for additional information and insights.

- Easily navigate laws governing pay like the FLSA and FMLA
- Clearly understand EEO laws to avoid discrimination suits
- Know how to comply with the ACA, COBRA and HIPAA laws
- Make confident decisions and know when you need to seek outside counsel
- Minimize your company’s exposure to safety risks and OSHA violations
- Take proactive measures to prevent workplace harassment claims
- Create unbiased, accurate and legally defensible documentation

ONE-DAY WORKSHOP
$149 per person
when 3 attend, a 4th is free!

Find out when we’re coming to your area or register today!

Click on the icons below for...
- Complete list of dates in your area
- Downloadable course brochure
- Full workshop agenda
- Sample of the course workbook

TWO-DAY WORKSHOP
$399 per person
when 3 attend, a 4th is free!

Make critical HR decisions with confidence

Managing Human Resources
Managing HR is a big job with immense responsibilities. You need all the advantages you can get! This two-day, intensive workshop is the most complete course on managing human resources you’ll find. You’ll receive tons of practical tools and strategies to handle your HR role with greater confidence and success.

- Avoid legal land mines
- Get buy-in from management
- Learn how new workplace laws impact your organization

Payroll Law
Get up to date fast on the most complex and least understood payroll laws. Arm yourself with the knowledge you need to self-audit your processes, clean up your records and ensure every employee, contractor, intern or other “special case” is classified, paid and reported correctly—saving you from hassles, headaches and potential lawsuits down the road.

- Classify each employee correctly
- Understand every deduction
- Learn legal fundamentals to keep your organization penalty-free

ONE-DAY WORKSHOP
$199 per person
when 3 attend, a 4th is free!

FMLA Compliance Update
Get up-to-date answers to your FMLA compliance questions. Expert HR trainers will shed light on the intricacies of the FMLA and provide perfect clarity on the different types of employee leave.

- Classify intermittent leave
- Understand every deduction
- Learn legal fundamentals to keep your organization penalty-free

TWO-DAY WORKSHOP
$199 per person
when 3 attend, a 4th is free!

FREE Report: How the #MeToo Movement Underscores the Need for Better Sexual Harassment Training
Recent high-profile cases have increased sexual harassment claims in the workplace—claims that could be cutting into your company’s bottom line. It’s more than just compliance—it’s about prevention and innovative ways to transform company culture for good.

▷ Download the free report.

ONE-DAY WORKSHOP
$149 per person
when 3 attend, a 4th is free!

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- How to Conduct Effective Workplace Investigations .................................................. 10/7/19
- Payroll Law Update ............................................................................................. 10/14/19
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Our seminars, Webinars, books, digital downloads and other resources provide the training you need to be an outstanding professional with exceptional communication, organization and time management skills. Even if you have some experience, you can always learn new, updated and better strategies to help you be more productive than ever.

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Flip to the next page for the top training recommended by Administrative Pros.
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Top 10 skills executives value most in admins

1. ADAPTABILITY
   The ability to adapt to any situation on the fly is critical. You need to be able to think quickly and efficiently no matter what comes up.

2. CREATIVE PROBLEM SOLVING
   Solving minor problems without taking them to your supervisor will lighten your boss’s load and help you to shine.

3. PROFESSIONALISM
   Your outward appearance and attitude reflect your administrative skills. Stick to the dress code, watch your body language, make eye contact and maintain proper etiquette at all times.

4. ORGANIZATION
   You must be able to keep projects on track, meet deadlines, juggle schedules and answer questions with accuracy. You can’t do any of that without first-class organization skills.

5. TIME MANAGEMENT
   Being organized goes a long way to helping you manage your day. However, you’re not just managing your time—you’re managing your boss’s time too.

6. COMMUNICATION
   However you interact with employers, staff and clients—whether it’s via email, in person or on the phone—be succinct, professional and positive.

7. TECH-SAVVY
   It’s not just email anymore. You may be expected to run a social media site, crunch numbers, publish an office newsletter, create polished presentations and more.

8. BUSINESS ACUEN
   Because you’ll communicate with professionals throughout your company, make sure you’re familiar with industry-specific terms. You’ll understand your work better and better connect with colleagues, vendors and clients.

9. DISCRETION
   At some point, you will handle sensitive information that must be kept confidential. It’s essential that you’re someone people trust. In the same vein, take care not to participate in office gossip.

10. EMOTIONAL INTELLIGENCE
    Above all else, be approachable—a people person with empathy for the colleagues you are supporting. Understand their unique characteristics and anticipate their unspoken needs.

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Telephone Skills for Administrative and Front-desk Professionals — 10/30/19

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Ironically, the digital age has made writing skills more important than ever.

Writing skills are a powerful tool in business and a vital part of your career. It’s surprising, but research says the need for solid written communication in today’s post-Internet world is actually stronger than ever.

According to a recent study, hiring executives list good writing skills as one of the top three attributes they seek. In fact, when it comes to skills most needed for professional recognition and success, effective business writing tops the list!

That’s why SkillPath helps thousands of business professionals like you earn more credibility and respect by presenting a polished, professional presence through the written word.

If you want to transform yourself into a stronger, more effective, more confident writer, enroll in one of our workshops today!

Flip to the next page for training and other resources that help you brush up your business writing.
Polish your professional writing skills

FEATURED PROGRAM
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- Forget the old grammar rules—and learn the new ones

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82% of middle-skill jobs require digital skills

78% of those of jobs call for proficiency in word processing and spreadsheet software

Source: Burning Glass Technologies, 2017
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See his career tips on page 67.

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**CAREER TIPS**

Don’t Ruin Your Excel Charts and Graphs with Data Overload

Do you know the “rookie mistakes” you should avoid?

1. **REdundant Redundancies**  
   Everybody knows it’s a month, there’s no need for a horizontal axis label to remind people what January, February, and March are. Solution: Delete that horizontal axis title.

2. **Leaning Towers of Picas**  
   Nobody can read sideways, unless they’ve just been knocked down in an octagon. Stop putting text sideways. (Hint: you can let go of the diagonal text, too.) Solution: Delete that vertical axis title.

3. **Axis of Evil**  
   What’s the sense of having a vertical value axis when you have data points on the chart? You don’t need the vertical axis numbers. Solution: Delete them.

   **SkillTip:** Note that “less is more” in charts and graphs. A clean chart is a clear chart, so lose the chart paraphernalia.

4. **Grid and Bear It**  
   Gridlines. Without an axis, who needs gridlines? You have data labels… the only reason for gridlines is if you want to fold a paper in half—perfectly. Solution: Delete them.

   **SkillTip:** Do you know the difference between a graph and a chart? Graphs contain raw data and show trends and changes in that data over time. Charts are used when data can be categorized or grouped to build a more simplistic and easily consumed figures.

5. **What Becomes a Legend Most?**  
   With your chart lines running top to bottom and your legend displayed side-to-side—one part of your chart is going north-south while the other is going east-west. Move the legend to the side of the chart so that the pattern is consistent—top to bottom.

6. **Divide and Conquer**  
   Why don’t you make multiple graphs instead of trying to push so much data into one visual? It’s a lot easier to compare Team 1 and Team 2 when they are separated… rather than on top of each other. (The only time you see teams on top of each other is when a bench clears… and there are fines for that!)

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Workplace diversity is not just the latest fad. **It’s driving profitability!**

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