

“The most important single ingredient in the formula of success is knowing how to get along with people.”

— Theodore Roosevelt



Strategies to Build Rapport and Work Well with Others

Gain the people skills essential to building positive and productive relationships

Advance your career and your organization’s success with essential skills you’ll gain only through this one-day seminar.

Learn how to work well with all kinds of people:

- Understand why people behave the way they do
- Recognize the different personality types and how to bring out the best in each
- Communicate confidently and persuasively to short-circuit conflict and gain consensus
- Make a lasting, good first impression from your first “hello”
- Identify and eliminate behaviors and habits that can hold you back
- Use the best listening techniques to strengthen communication
- Deliver criticism without inviting interpersonal backlash
- Determine the needs and feelings of coworkers to increase office harmony
- Handle problem personalities with tact and skill
- Use nonverbal communication skills to improve relationships
- Learn a step-by-step system to build your personal circle of influence

 **FRED PRYOR SEMINARS**

This course qualifies for CPE credits.
See details on page 7.



EXPRESS CODE

912063

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CareerTrack
P.O. Box 738002
Dallas, TX
75373-8002



ONLINE

www.careertrack.com



PHONE

1.800.556.3009

Be honest — have you felt this way?

Do you:

- Yes No Occasionally wonder if you could have handled an office situation better?
- Yes No Take criticism in stride and *give* criticism that brings positive change?
- Yes No Ever dread talking to a coworker about something you don't agree on?
- Yes No Handle what should be group projects alone because you dislike involving colleagues?
- Yes No Feel as if you have nothing in common with coworkers?
- Yes No Know you have good ideas, but fear you'll be ridiculed if you share them?
- Yes No Struggle with what to say to other attendees at professional gatherings?
- Yes No Wish you were more of a "people person?"
- Yes No Suspect that others in your office don't like working with you?
- Yes No Become easily distracted when others are talking to you?

No skill is more important to success in your career and personal life than the ability to connect with people.

Do your interpersonal skills boost you forward or hold you back?

Ever notice how some people have a knack for connecting with others? Not just "getting along" — but really making a connection. They can strike up a conversation with anyone, and easily smooth over the most difficult conflicts to reach a consensus. They communicate tactfully and leave a positive impression on everyone they meet. Their personal relationship skills improve their success — at work and in everything they do.

Some people just naturally have these enviable skills. The great thing is, these vital skills can also be learned!

Attend this one-day seminar and you'll be able to:

- 1. Understand why different people act the way they do and handle all personality types with skill and ease.**
Learn to recognize the four behavior styles and gain strategies to communicate effectively with each.
- 2. Communicate confidently, effectively and tactfully with all types of people.**
Sidestep conflict and promote cooperation among everyone on your team. Deliver criticism that is positively accepted, leading to meaningful change.
- 3. Address differences diplomatically and quickly negotiate solutions.**
Solve issues with minimal disruption, so you can move on to productive collaboration.
- 4. Eliminate self-sabotaging behaviors and build your circle of influence.**
Learn techniques you can use to build professional friendships and promote your ideas. Repair your image and replace it with a lasting positive impression.

Don't let your relationship skills hold you back. Enjoy the career success you want and deserve. It begins when you enroll today!

One day that brings improvement to all of your personal and professional relationships

Four essential skills you'll gain at this seminar

1. Learn strategies to build rapport and enhance your personal appeal

- Understand the four behavior styles and how to communicate with each personality type for best results.
- Gain listening skills that go beyond what people are saying to what they really mean.
- Learn how to increase your personal likeability so people want to support you.

2. Gain the assertive communication skills that get results with colleagues, managers and staff

- Learn the difference between passive, aggressive and assertive behavior.
- Master specific assertive behavior language to ensure you say the right thing at the right time — every time.
- Know how to use nonverbal communication to improve relationships.
- Discover the social talents that bring interpersonal success.

3. Acquire skills for negotiating agreements and resolving conflicts quickly

- Learn to recognize what and who is causing a conflict — and how to recognize when you are the problem.
- Discover the secret to resolving difficulties quickly and with positive outcomes.
- Understand how to increase your personal diplomacy skills so you are able to consistently have a positive impact on conflict situations.

4. Increase your circle of influence and personal power

- Learn how to talk to practically anybody and leave a positive impression.
- Recognize your strengths, weaknesses and opportunities.
- Use what you have to your best advantage.
- Eliminate the habits and tendencies holding you back.

Exceptional organizations demand outstanding people skills

Organizations need employees who can get results with and through others. Those who are consistently able to work well with all kinds of people eliminate interpersonal conflict, help teams perform better and improve communication department-wide. They are truly valuable assets to their organizations.

Top organizations have long realized it takes more than technical skills for an employee to be highly valuable. It takes the ability to build rapport and communicate effectively with coworkers. Even the smallest investment in training that equips employees with strong interpersonal skills will be repaid many times over through a smoother-operating, more productive workplace.

Strategies to Build Rapport and Work Well with Others

Course Content

Handle all kinds of people with tact and skill

- Know the four behavior styles and learn how to deal with each for best results
- Recognize the “triggers” that set off difficult people
- Understand how your attitude toward people affects their behavior
- Three ways to minimize the impact of a coworker’s negative attitude
- Learn listening skills to help you hear what’s not being said
- Two actions that bring out the best in others in every situation
- Identify subtle ways you may unknowingly be encouraging difficult behavior in others

Build consensus from conflict

- Understand the best thing to do when an adversary “digs in” and won’t budge
- Learn a system for taking stock of different positions and resolving them on the spot
- Recognize when you may be the problem
- Ensure a win-win outcome — and why it is so important
- Discover a new way to approach coworkers you’ve never seen eye to eye with
- Ten questions to ask yourself before a confrontation
- Determine the differences between healthy vs. unhealthy conflict
- Survive a conflict with your ego intact
- Maintain control in the most antagonizing situations
- Identify and deal with hidden objectives

Say what you mean to get what you want

- Understand the differences between passive, aggressive and assertive behavior
- Pinpoint “I” language vs. “bully” language
- Improve relationships with nonverbal communication skills

- Master the essential social talents shared by every successful person
- Encourage one-on-one dialogue
- Identify ways anger can affect a situation and how to manage it
- Learn how and when to address sensitive or difficult issues
- Express a differing opinion with confidence and tact
- The #1 rule to remember about delivering criticism

Build rapport with practically anybody

- Learn simple steps to increase your likeability
- Realize the difference between paying attention and really listening
- Hone the crucial skills that make every great communicator a great listener
- Understand hidden forms of communication
- Four ways for interpreting odd behavior
- What labeling coworkers says about you — and why
- Three ways to promote consensus
- Open the lines of communication with this simple strategy
- Strengthen rapport in your organization — up and down the ladder
- Break out of your comfort zone: when to take a communication risk

Tackle tough interpersonal situations with diplomacy and skill

- Use key phrases to neutralize conflict and smooth out relationships
- Uncover the real issues beneath interpersonal problems using proven techniques
- Defuse hostilities before they get out of control using this five-step program
- Approach known “hot spots” in a way that keeps tempers under control
- Avoid the difficult situations you must absolutely never take on

One-Day Seminar 9:00 a.m. – 4:00 p.m.

- Learn strategies for getting adversaries to see things from your point of view
- Recognize when to stand your ground and when to walk away
- Understand the important first thing to do when people lose their temper
- Say “no” without alienating colleagues, managers and staff

Sell yourself to others

- Realize how others see you — your strengths and areas for improvement
- Understand the ABCs of first impressions
- Leave a positive impression each time you introduce yourself
- Discover a simple process for clarifying your values and setting goals for growing your people skills
- Build rapport quickly with new acquaintances and leave a positive impression every time
- Learn the secret to making others feel valued, important and comfortable
- Break out of your comfort zone in unfamiliar settings — and understand why it’s important
- Avoid being thought of as arrogant when you are just nervous or shy
- The one universal door-opener to use everywhere
- Comfortably talk to anybody — even strangers — at professional gatherings
- What savvy professionals do the day after they’ve met a new contact
- Dos and don’ts of professional networking

Enroll Today!
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10 Great Reasons to Enroll Today

1. You will gain people skills that smooth out even your rockiest workplace relationships
2. You will become a more valuable employee and team member
3. You will be seen as a problem solver who can work through any challenge
4. You will know how to increase your circle of influence in your department, organization and other professional associations
5. You will be able to defuse conflicts and bring about win-win agreements
6. You will understand how to deal with different behavior styles to achieve positive outcomes
7. You will gain exceptional listening skills that enhance communication and understanding
8. You will learn how to give constructive criticism and have it taken in the right way
9. You will maximize your strengths and be able to eliminate or downplay your weaknesses
10. You will eliminate misunderstandings that lead to hurt feelings and damaged relationships

Break Out of Defeating Behaviors and Take Charge of Your Career

Avoid the Introduction that Dead Ends at “Hello”

Have you ever been introduced to someone and immediately forgotten the person’s name? Do you dread making new acquaintances? Do you wonder what to say after “hello?”

At this seminar, you will learn how to create a lasting, positive impression right from the initial introduction, discover how to get the most value from networking events and professional gatherings and learn follow-up steps that build on a positive first impression.

Offer Constructive Criticism to Coworkers or Colleagues Without Alienating Them

Is your “constructive” criticism often taken the wrong way? Do you find yourself turning coworkers into adversaries when you share opinions that differ from theirs?

Learn how — and when — to offer criticism so it is received in the spirit you intended. Take a close look at yourself and see why your choice of words, timing, tone and body language may be saying something entirely different than you intended.

Skillfully Navigate the Minefield of Office Politics

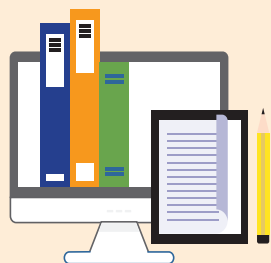
Do some employees seem to have decision-making power that far exceeds their actual roles in the organization? Does the printed organization chart in your company look nothing like the real power structure? Do certain employees pit one coworker against another to promote themselves?

In one form or another, office politics are at work in every organization. Learn how to sidestep the conflicts and rise above the gossip, secrets and glory-seeking like a true professional.

Overcome a Bad First Impression

You goofed — and you can’t seem to get past it, even though you’re not actually the floundering incompetent person you seemed to be on that one bad day! True, first impressions are stubborn, but they can be overcome.

Gain a winning strategy to help employees, managers and coworkers see you in a fresh light. Learn a step-by-step process to put your career back on track.



FREE DIGITAL RESOURCES FOR EVERY PARTICIPANT

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

Registration Information

Hurry our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email

Cancellations and Substitutions

You may cancel your registration up to 10 days before the program and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note:

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or visual recording.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C. Reg. 1.162-5. Please consult your tax advisor.

Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU or CPE credits, please visit www.pryor.com/certificate. Certificates will be available 10 days after your event has ended.

Guaranteed Results!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the essential people skills necessary to build positive and productive relationships. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund – *hassle-free*.

Onsite Training Solutions

Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

Maximize Your Training Budget!

Onsite Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

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Strategies to Build Rapport and Work Well with Others

Gain the people skills essential to building positive and productive relationships

If you face even one of these situations, you can't afford to miss this exceptional seminar:

- **Coworkers who take offense** every time you offer constructive criticism or suggestions
- **Festering interpersonal conflicts** that occasionally break out as gossip, backstabbing or arguments
- **Employees whose negativity affects staff performance**
- **A bad first impression** that continues to hold you back
- **Coworkers who have different goals** and can't find common ground
- **Fear of confrontation** — you can't stand up for yourself or your ideas
- **Insecurity at professional gatherings** — you never know what to say!

4 Ways to Order



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YES!

I want all the benefits of working with people. Enroll me today! Group Discounts available.

SEMINAR

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1

Seminar Date: _____ City Event #: _____

YOUR ORGANIZATION

Organization: _____

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2

City: _____ St: _____ ZIP: _____

Tele: _____ Fax: _____

Approving Mgr's Name: Mr. Ms. _____

Job Title: _____

Email Address: _____ Business Home

Quick Confirmation Please email or fax my confirmation to me within 48 hours.

WHO WILL BE ATTENDING

Mr. _____
 Ms. _____

3

Job Title: _____

Email (required): _____ Business Home

Mr. _____
 Ms. _____

Job Title: _____

Email (required): _____ Business Home

Please list additional names on a separate sheet.

METHOD OF PAYMENT

Important: Send your payment now. Tuition is due before the workshop. Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).

4

Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; plus applicable county surcharge), South Dakota (6.5%) and West Virginia (6%).

Please check one of the following:

1. Registration fee enclosed. Check # _____ Amount \$ _____

2. Our Purchase Order is attached. P.O. # _____

3. Bill my organization. Attention: _____

4. Charge to: AmEx Discover MC Visa Exp. Date: _____

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Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax or online, please do not return this form.

REGISTRATION FORM — Strategies to Build Rapport and Work Well with Others