

# The Exceptional Team Leader

Strategies to  
motivate and  
coach your team  
to success



## Who should attend?

- Newly appointed leaders of any team
- Current team leaders with no previous training
- Leaders whose teams have stalled — or have never functioned as a true team
- Classic managers itching to learn team-specific skills (motivation, consensus building, team problem-solving, peacekeeping, goal setting and group dynamics)
- Team members themselves, especially those looking to move up into positions of leadership

**Learn the skills rated “most critical”  
by veteran team leaders**

Course content on pages 4 and 5  
Plan now to attend this one-day seminar!

This course qualifies for CPE credits.  
See details on page 6.

**Express Enrollment!**

[events.careertrack.com](https://events.careertrack.com)

# Learn the skills ranked “most critical” by experienced team leaders

## This seminar gets right down to business.

It's a “here's what to do and the best way to do it” crash course for new team leaders.

We designed this seminar with input from veteran team leaders at organizations across the country. You'll explore the issues they believed were most critical in their own team development.

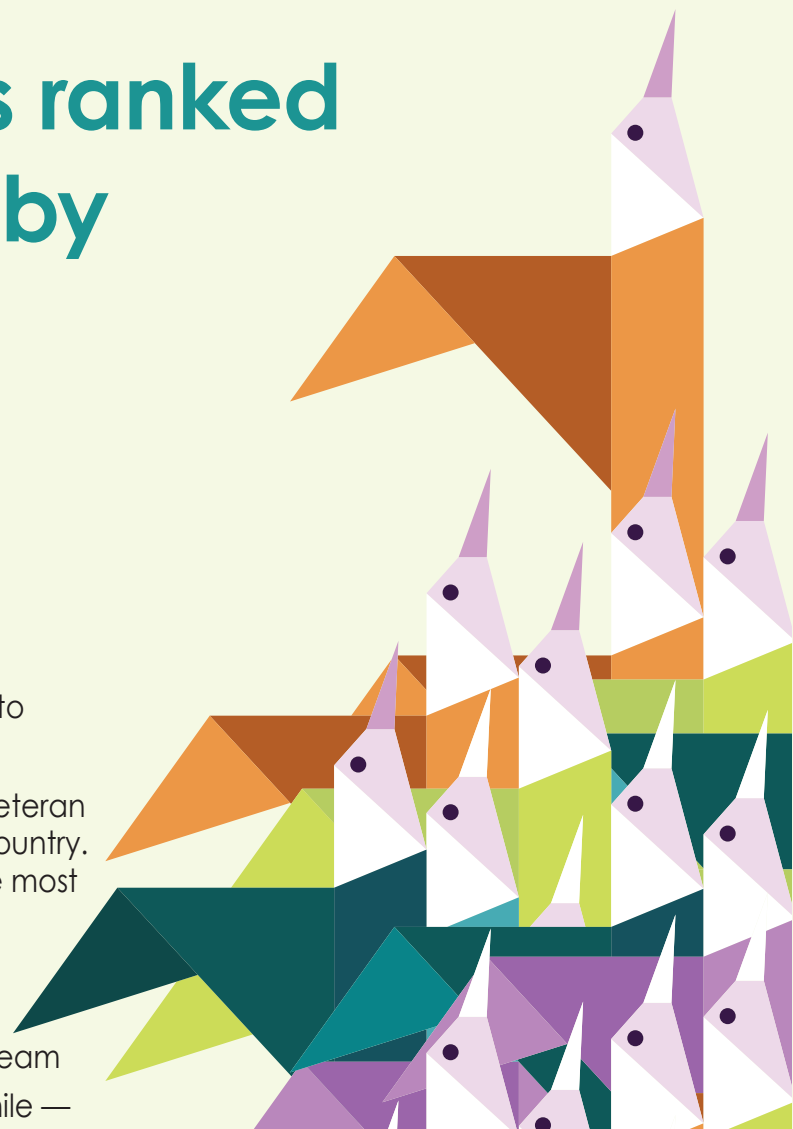
## Critical skills like these ...

- Getting off on the right foot with a new team
- Making sure team meetings are worthwhile — and not just time-wasting get-togethers
- Understanding the leader's role when conflicts erupt or there's fighting within your team
- Knowing how to invest your time and effort for the biggest payback
- Keeping your team members focused and enthused — especially in the early stages when everything is confusing

Their input was just what we hoped for: refreshingly honest. Revealing. Insightful. Even surprising at times

## The upshot of all this is ...

You get a program packed with the leadership training and insights you'll need to guide your team through its infancy to full maturity as an effective work unit.



## Bring your team and save both time and money ...

Attend together, and you and your team will be taking a giant step toward becoming a true team far faster than you imagined. After this seminar, you'll speak the same language ... share common goals ... and support one another as you learn together.

It just makes good sense — and it's a sound investment all around — to attend with your team.

# Skilled team leaders will be the organizational heroes of tomorrow ...

“The person who figures out how to harness the collective genius of his or her organization is going to blow the competition away.”

Walter Wriston  
Former CEO of Citibank

Register Today! ● [www.careertrack.com](http://www.careertrack.com)

## Will you benefit from attending this course?

- **Yes**, if you're new to a team (or if a team is new to you)
- **Yes**, if you're a team leader trapped in a manager's mentality
- **Yes**, if you're part of a team that's going nowhere — and nobody seems to know why
- **Yes**, if you feel your leadership skills have hit a plateau or aren't in tune with your team's current needs
- **Yes**, if all this talk about *leading teams* vs. *managing people* has you curious about what you should be doing differently

No matter what kind of team you lead, plan now to attend this course. You'll learn how to get the most out of your people — and discover what they expect from you in return.

## You'll gain the “how-to's” that are essential in today's team-oriented workplace ...

- **How to nurture team identity and commitment**  
Learn why the best teams invest so much time and energy on defining their purpose and mission.
- **How to develop trust and teamwork**  
Find out what it takes to get people who were put together to pull together.
- **How to help your team solve problems and make decisions**  
You'll see how to step back gradually to allow your team to reach its own conclusions and map its own actions.
- **How to manage conflict and resolve differences**  
See why it's so valuable to encourage open and honest debate — and how to do it without causing harm or creating enemies.
- **How to keep your team fresh and growing**  
Discover techniques that can motivate your team to take on bigger challenges and more responsibility as it matures.
- **How to capitalize on the freedom that a well-run team creates for its leader**  
You'll see how becoming an effective leader lets you focus more of your time on the big issues facing your organization — and less on the day-to-day matters.



# Course Content

## Fostering team identity and commitment

### You'll learn creative ways to ...

- Use performance challenges to build team loyalty and genuine “esprit de corps”
- Challenge people to go the extra mile — and to enjoy every step of it
- Create a collective purpose that encourages teammates to pull together through thick and thin
- Keep your team persevering despite setbacks or slowdowns
- Celebrate successes and strengthen team commitment

## Building trust and teamwork

### You'll discover how to ...

- Deal with the anxieties, doubts and self-questioning every new team goes through
- Rally your troops when they start to falter or tire of being a team
- Make sure workloads and responsibilities are equally shared
- Measure and monitor your team's trust — in itself and in you

- Set the kind of personal and professional examples your team can admire and emulate
- Define team roles so everyone's clear about who does what
- Run razor-sharp meetings — and see that follow-through happens so things get done

## Working as a team — a teamleader's tool kit

### You'll gain skills in facilitating, decision making, problem solving and encouraging accountability. Among the areas you'll explore ...

- How to know when you can comfortably transfer decision-making power to your team
- The seven essential steps to usher a team toward true consensus
- Three techniques to help you identify — and solve — the most pressing problems
- How to recognize the signs of “groupthink” — and prevent your team from falling into this trap
- The two best ways to ensure accountability — one formal, the other informal
- The eight critical skills of group facilitation

## Never been to one of our seminars?

We go to great lengths to see that you get the most up-to-date training available.

Long before a CareerTrack seminar is declared customer ready, it undergoes our own rigorous quality-control check. We field-test it ... critique it ... and fine-tune it right down to the smallest detail.

So by the time one of our seminars gets to you, it's good. Very good.

This seminar gives you the chance to learn team leadership skills thoroughly, quickly and conveniently — without spending a lot of time or money.

## If you read it here, you'll learn it there.

Each of the learning points described in this brochure will be addressed at this seminar.

## Helping your team get through strife, gripes and group disagreements

### Learn skills that enable you to ...

- Understand the six main sources of team conflict
- Help your team draw dissension into the open — and deal with it honestly and productively
- Use a three-stage process to map your personal plan for changing team conflict into creative opportunities
- Rechannel the negative energy of arguments, differing opinions and opposing viewpoints into a positive team force
- Break deadlocks peacefully and productively
- Recognize when the time has come to step back from direct involvement and let your team settle its own differences

## Growing your team

### Learn strategies to help you ...

- Capitalize on the individual skills of each team member
- Move your team toward more self-leadership and less dependence on you
- Teach and encourage innovative — even breakthrough — thinking

## Making the move from team leader to big-picture strategist

### Learn forward thinking skills that will enable you to ...

- Build flexibility and adaptability in your team — key qualities of any successful group
- Take overdue action on “back-burnered” projects
- Foster a team-friendly workplace environment throughout your organization

**Learn the skills that will help make leading your team more productive and personally rewarding than you ever expected.**

**Register Today! ● [www.careertrack.com](http://www.careertrack.com)**

### **A comprehensive course book makes sure everything you learn goes home with you ...**

Your tuition includes a convenient summary of the key points you'll learn throughout the day.

It simplifies note taking ... makes following along easy ... and will serve as a trusted “memory jogger” if you ever need it later on.

### **Guaranteed Results!**

**All of our seminars are 100% SATISFACTION**

**GUARANTEED!** We're confident that this seminar will provide you with tips and techniques to motivate and coach your team. 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.*

# Registration Information

**Enroll Today!** 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 address and/or fax number.

## CANCELLATIONS AND SUBSTITUTIONS

You may cancel your registration up to 10 business 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 that 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.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or video 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 6 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 CareerTrack program 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 adviser.

## CONTINUING EDUCATION UNITS (CEUs)

CareerTrack 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, divisions of Pryor Learning Solutions, Inc. 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 the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://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.careertrack.com/certificate](http://www.careertrack.com/certificate). Certificates will be available 10 days after your event has ended.

# 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 work-place challenges head-on, realize their full potential and perform at their peak.

For a free consultation,  
visit us online at  
**[careertrack.com/onsite](http://careertrack.com/onsite)**  
or call us at  
**1-800-944-8503**

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# Express Enrollment!

events.careertrack.com

Call 1-800-556-3009 • Fax to 913-967-8847 • Mail your registration form!

**1**  **YES!** Please register me for the one-day, *The Exceptional Team Leader* seminar indicated in Section 5. Group Discounts available.

**ID#**  
**910788**

**2** **IMPORTANT!** Please fill in VIP number as it appears on the address label.

**VIP** \_\_\_\_\_ ( \_\_\_\_\_ )  
if available

**3** **ORGANIZATION INFORMATION**

Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Tele: \_\_\_\_\_ Fax: \_\_\_\_\_  
Approving Mgr's Name:  Mr. \_\_\_\_\_  
 Ms. \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Email Address: \_\_\_\_\_  Business  
 Home

**4** **QUICK CONFIRMATION**

Please email or fax my confirmation to me within 48 hours.  
My email address or fax number is: \_\_\_\_\_

**5** **NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

#1 Attendee's Name  
Mr. \_\_\_\_\_  
Ms. \_\_\_\_\_  
Job Title \_\_\_\_\_ Event # \_\_\_\_\_  
Email Address \_\_\_\_\_  Business  
 Home

#2 Attendee's Name  
Mr. \_\_\_\_\_  
Ms. \_\_\_\_\_  
Job Title \_\_\_\_\_ Event # \_\_\_\_\_  
Email Address \_\_\_\_\_  Business  
 Home

**6** **METHOD OF PAYMENT** (Payment is due before the program.)  
Please make checks payable to CareerTrack and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).  
Please add applicable state and local tax to your payment for programs held in Hawaii (4.16%), South Dakota (6.5%), and West Virginia (6%).  
Total amount due: \$ \_\_\_\_\_  
 Check # \_\_\_\_\_ (payable to CareerTrack) is enclosed.  
 Bill my organization. Attn: \_\_\_\_\_  
 Purchase order # \_\_\_\_\_ is enclosed.  
(Attach purchase order to completed registration form.)  
 Charge to:  AMEX  DISCOVER  MC  VISA  
MO. \_\_\_\_\_ YR. \_\_\_\_\_  
EXPIRATION DATE

\_\_\_\_\_ \_\_\_\_\_  
CARD NUMBER  
Card Holder's Name \_\_\_\_\_  
Tax-Exempt # \_\_\_\_\_  
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.

## Enroll Today!

 **ONLINE**  
www.careertrack.com

 **PHONE**  
1-800-556-3009

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

 **FAX**  
913-967-8847

## Your VIP# is WINQ

# The Exceptional Team Leader



To update your contact information, see page 6.

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# The Exceptional Team Leader

Strategies to motivate  
and coach your team  
to success



In one fast-paced day,  
you'll gain the skills it  
takes to:

- Build trust and teamwork
- Foster team togetherness and commitment
- Facilitate problem solving and decision making
- Settle differences quickly and move forward
- Keep your team fresh and growing
- Enhance your own career as a "big picture" thinker and strategist

Course content on pages  
4 and 5. Plan now to attend  
this one-day seminar ...