

Alliance 2006 Course Descriptions



Economic Development
ALLIANCE

Everything Begins with Leadership - Dale Carnegie Seminar

January 26, 2006 – 4 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Jonathan Jones

Designed to introduce leaders to the importance of leadership. Provides individuals with simple tools that can be applied immediately. Leverages the timeless principles of Dale Carnegie and the ideas of contemporary leaders.

Managing Multiple Projects, Objectives and Deadlines – SkillPath

February 9, 2006 – 2 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

Your organization's success depends to a great degree on the skill of your employees to manage critical projects, priorities and deadlines—to get the right things done on time and with the desired result. In this valuable seminar, your organization's managers, supervisors and administrative assistants will learn proven techniques, guidelines and strategies for staying on top of even the most demanding schedule of competing priorities and multiple projects.

Fundamentals of Successful Project Management - SkillPath

February 23, 2006 – 4-hour session beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

Managers who know how to complete projects on time, on budget and with the desired results are in high demand and—as top management everywhere agrees—in short supply. What are the secrets of these project management superstars? No secrets, really. Just a thorough understanding of what it takes to guide a project from bright idea to bottom-line result. The know-how to create a plan, implement it, monitor progress, correct as necessary and deliver as promised. The skills to make their projects an orderly progression of completed objectives, instead of the all-too-common helter-skelter race with disaster.

The Essence of a Team – Dale Carnegie Seminar

March 9, 2006 - 2 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Jonathan Jones

Defines the element of a team and explores the importance of maintaining all of these elements to get results. Provides strategies to enhance a team environment to help your members perform at a greater level than a collection of individuals.

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The Sales Process – Dale Carnegie Seminar

March 23, 2006 - 4 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Billie Bright

Relationship based selling is a process that will increase your sales over time. Adding one of the tools such as credibility statements or trial closes could have an immediate impact to a salesperson's results. Participants learn the selling steps and have the opportunity to practice them during the workshop.

Dealing with Difficult People – Dale Carnegie Seminar

April 13, 2006 - 2 hour workshop beginning at 7:30 a.m. – Wentzville Holiday Inn

Instructor: Jonathan Jones

Participants learn practical approaches to dealing with difficult people. Learn how managing your attitude with different approaches can change the attitudes of others.

Finance & Accounting for Non-Financial Managers - SkillPath

April 27, 2006 – 4-hour session beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

In today's business world, your success and effectiveness may well depend on how well you can handle "the numbers." Having basic skills in finance and accounting will positively affect all parts of your job, including managing people, setting short- and long-term objectives and controlling costs. Without a doubt, the ability to understand and speak this "universal language of business" is a skill no manager can afford to be without. In this comprehensive program, you'll learn the practical concepts and skills that will help you be more comfortable with financial terminology and reports, more confident about making financial plans and decisions and more productive and valuable as a member of your organization's management team.

How to Become a Better Communicator - SkillPath

May 11, 2006 – 2-hour session beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

Powerful communications skills can propel you along the path to career success and personal achievement. They can lead to promotions, to working more effectively with your boss and co-workers, to building better relationships with the important people in your life and to establishing your leadership potential. But let's face it—dealing with others isn't always easy. In fact, if you're like most people, it's one of the biggest day-to-day challenges you face. We'll show you just how to meet the challenge and be more successful with all the people with whom you interact. You'll project a more confident, more polished and more professional image.

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Stress Management Workshop – Dale Carnegie Seminar

May 25, 2006 - 4 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Jonathan Jones

Introduces the 30 principles in Dale Carnegie's best seller How to Stop Worrying and Start Living. Provides examples of how these principles can be applied simply and effectively. Concepts can be applied on an individual level, but can also be used to reduce the stress level in the work environment.

The Coaching Process (or Coaching for Results) – Dale Carnegie Seminar

September 14, 2006 - 2 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Jonathan Jones

Today's leaders find coaching is the best way to develop people. Through the proper application of 5 coaching steps, participants will be ready to improve the performance of their teams.

Dealing Effectively with Unacceptable Employee Behavior – SkillPath

September 28, 2006 – 4 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

Managers must take control of performance issues and insist employees pull their weight and produce the positive results expected from them. This empowering seminar will be a turning point for managers or supervisors who ever feel helpless, fearful, intimidated or ill-equipped to isolate, address and turn around unproductive behavior. Packed with specific and effective solutions that can be used today, this is a real "how-to" learning experience. Participants will learn what to say, when to say it and how to say it—when criticizing employees, confronting a behavior, giving feedback, conducting a discipline session or delivering a performance review.

The Conference on Customer Service - SkillPath

October 12, 2006 – 2-hour session beginning at 7:30 a.m. – Wentzville Holiday Inn

Instructor: TBA

Providing great customer service is a solid business decision with lasting results. Here's what's at stake: When customers are pleased, they're likely to spend about 10% more on your product or service *plus* call again. But if they think they haven't been treated right, more than 90% of them (according to a study by Technical Assistance Research Programs) will never buy from you again, even if you offer exactly what they want. That's what makes this conference so valuable. It's a one-of-a-kind way to get your customer service managers, supervisors and representatives up to speed on the best ways to handle difficult customers, deal with stress, motivate others, find the new personnel you need and put that extra "something" into every customer contact—all in one day!

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Strategic Presentations Workshop – Dale Carnegie Seminar

October 26, 2006 - 4 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Billie Bright

The effectiveness of strategic presentations can make the difference on how well an organization follows a strategic direction. It can also set you apart from your competition when making proposal presentations. Participants learn key concepts for effective presentation skills and how to create PowerPoint presentations that gets results.

Relationship Building – Dale Carnegie Seminar

November 9, 2006 – 2 hour workshop beginning at 7:30 a.m. – St. Peters City Centre

Instructor: Jonathan Jones

Introduces participants to Dale Carnegie's 30 human relations principles. Provides practical applications for building relationships. Principles are shared to improve your friendliness, build cooperation with others, and sell others on your ideas.

The Essentials of Communicating with Diplomacy & Professionalism - SkillPath

November 30, 2006 – 4-hour session beginning at 7:30 a.m. – Stegton's in St. Charles

Instructor: TBA

In order to streamline the learning process, and avoid learning these valuable skills and techniques through trial and error, we've done extensive research and sifted through sage advice from the most accomplished diplomats, speakers, writers and negotiators. The result? We've collected the most crucial, practical information on these subjects and condensed it into an idea-crammed seminar presented by seasoned pros.

Excelling as a Manager or Supervisor - SkillPath

December 14, 2006 – 2-hour session beginning at 7:30 a.m. – St. Peters City Centre

Instructor: TBA

After the congratulations, after the handshakes ... newly promoted managers and supervisors face the most difficult challenge of their careers — working through others to get things done. This unique on-site seminar can show them how to successfully make the transition from team player to take-charge leader. They'll learn how to motivate employees ... how to work through conflict and difficult behavior ... and how to establish the credibility and authority they need to organize constantly shifting projects, priorities and deadlines.

NOTE: All information is subject to change. Please contact the EDC at 636-441-6880 to confirm dates, topics, location, instructors, etc.