



# **Alliance Course** **Descriptions 2007**



## **Overcoming Stress in a Fast-Paced Environment – Dale Carnegie**

*January 11, 2007 – 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Jonathan Jones*

Attendees at this informative seminar will learn invaluable stress management principles and applications for use in the office and at home. Instruction will also focus on strategies for addressing stress caused by the proliferation of personal technology such as e-mail, voice mail, cell phones, PDAs and more.

## **Strategies to Build Leads and Customers – Dale Carnegie**

*February 8, 2007 – 4 hour seminar (7:30 a.m.- 12 noon) – Old Hickory Golf Club*

*Instructor: Michelle Rogers*

New leads and customers are the life blood of our organizations. A new relationship or sale begins with going outside of your comfort zone to meet new people. This seminar will provide participants with approaches to plan and organize the lead process to maximize effectiveness of meeting new people that can grow our organizations and meet our missions. We will address cold calling, warm calling, and leveraging current relationships to create new relationships.

## **The Secrets to Being a Front Desk Superstar - SkillPath**

*March 8, 2007 – 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Erin Cox*

In this seminar you'll get hundreds of practical tips, techniques and secrets, each designed to give you the cool confidence and professional skills you need to really shine at the front desk and in any position with lots of customer interaction. You'll learn great new strategies for coping with cranky callers ... how to keep several bosses happy without losing your mind ... sure-fire ways to stay calm in the midst of chaos ... what to do in case of emergency ... how to get the respect you deserve ... and how to make your challenging job satisfying and fulfilling day after day.

## **Leader's Luncheon for Owners, CEOs, Presidents, Administrators, Dept. Heads, Elected Officials - "Succession Planning for Leaders" - Jonathan Jones Consulting**

*March 22, 2007 - 3 hour lunch seminar (11 a.m. – 2 p.m.) – Old Hickory Golf Club*

*Instructor: Jonathan Jones*

Effective leaders have a strong desire to leave their organizations in better shape than when they leave than when they started. Succession plans help make sure organizations are prepared for the expected and unexpected departure of key leaders. Business owners need to make sure succession planning is in place when they start their business to prevent discovering that they are owned by their business rather than the owner. This lunchtime seminar and panel discussion will include business and non-profit leaders who are at various stages of succession planning and transition. In this guided program, panelists will share lessons of what worked for them and actions to avoid.

*(continued)*

### **Effective Teamwork Strategies – SkillPath**

*April 12, 2007 - 4 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Pat McWard*

This workshop will teach team members how to be more confident and effective in working as part of a highly productive team, how crystal-clear communication is critical to high-performance teams and how to solve the myriad problems that are sure to arise. And it will instill a passion that will allow them to rally their other team members to high-quality, top-notch performances day after day.

### **Delegating for Results – Dale Carnegie**

*May 10, 2007 - 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Jonathan Jones*

When growing an organization, delegation is considered the greatest opportunity to increase productivity, yet it remains one of the most misunderstood processes. This misunderstanding may be the reason why many people refuse to delegate. In this seminar, participants will learn the simple step by step process to delegate for results. This process increases the chances that the delegate meets the expectation of the delegators. In addition, we will review the pitfalls of ineffective delegation and strategies to prevent them.

### **Thunderbolt Thinking® – Building an Innovative Workplace – DDI**

*June 14, 2007 – 4 hour seminar (7:30 - 10 a.m.) – Old Hickory Golf Club*

*Instructor: Joyce Del Vecchio*

Generating innovative ideas and solutions doesn't have to be haphazard. Company success and survival depend on employees who can think about and address issues. *Thunderbolt Thinking*® teaches leaders to use proven techniques to build a workplace that sparks and fosters innovation. This seminar will help leaders to: 1) Implement the three stages involved in building an innovative workplace; 2) Develop strategies for managing an effective thinking process and fostering innovation; 3) Apply *Thunderbolt Thinking*® to ensure successful individual and team results; 4) Use flexibility, awareness, courage, humor, and action to develop new possibilities that break with tradition; 5) Bring new insights to decision making by applying innovative thinking tools and techniques.

### **Business Writing & Grammar Made Fun and Easy - SkillPath**

*July 12, 2007 – 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Erin Cox*

Does business writing really have to be this painful? The answer is a resounding “No!”—thanks to this seminar. In *Business Writing & Grammar Skills Made Easy and Fun*, participants will gain a wealth of shortcuts, easy-to-remember tips and insiders' secrets to help them pump out first-class business correspondence ...overcome their doubts about business writing ... and even have fun in the process.

(continued)

### **Effective Skills in Networking – Dale Carnegie**

*August 9, 2007 – 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Jonathan Jones*

To build stronger organizations and communities we need to network to learn more about each other. This seminar provides practical application to help participants make an effective first impression, as well as, strategies to focus on who they want to meet. We will discuss approaches to break through the fears many of us have in a room of unfamiliar faces. We will learn how to turn faces into acquaintances, acquaintances into friends, and friends into potential long term relationship. In addition, we will learn how to graciously leave conversations to make your networking experience more productive.

### **Assertive Communication Skills – SkillPath**

*September 13, 2007 - 2 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Pat McWard*

Come learn eye-opening and empowering tips, techniques and strategies for communicating in ways that win the attention, respect and approval of others — both the verbal and nonverbal communication skills that can make the difference between career stagnation and success. This seminar will meet the unique, “real-world” needs of the people in your organization — whether it’s making sales presentations to clients, receiving calls and relaying messages, working with the public or negotiating crucial contracts — and more.

### **Leader’s Luncheon for Owners, CEOs, Presidents, Administrators, Department Heads, Elected Officials – Topic & Instructor TBD**

*September. 27, 2007 - 3 hour lunch seminar (11 a.m. – 2 p.m.) – Old Hickory Golf Club*

### **Coaching for Improvement – DDI**

*October 11, 2007 – 4 hour seminar (7:30 – 12 noon) – Old Hickory Golf Club*

*Instructor: Joyce Del Vecchio*

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance. Attendees will learn how to: 1) Encourage others to take charge of improving performance and altering work habits, develop an improvement plan, and measure their progress; 2) Prepare for and conduct successful improvement discussions; 3) Handle specific challenges that might occur during such discussions; and 4) Foster morale and productivity by addressing performance and work habit issues in a firm, fair, and consistent manner.

### **How to Lead and Participate in Effective Meetings – Dale Carnegie**

*November 9, 2007 – 4 hour seminar (7:30 – 12 noon) – Old Hickory Golf Club*

*Instructor: Jonathan Jones*

Meetings are a key part of growing our organizations a communities. However, many time meetings seem to be more of a waste of valuable time. This seminar is designed for anyone who leads or participates in a meeting and is a great team building exercise. Participants learn how to prepare for an conduct effective meetings. In addition, we learn how to participate in meetings to enhance communication and to meet meeting objectives. Also, we will review different types of meeting and how each meeting type.

*(continued)*

**Fourth Annual Holiday Networking Gala – hosted by EDC, Alliance, PFP**

*December 5, 2007 – 3 hour networking reception (5 – 8 p.m.) – Old Hickory Golf Club*

Come celebrate the season with other business and community leaders over evening cocktails and hors d'oeuvres!

**Essentials of Excellent Customer Service – SkillPath**

*December 13, 2007 – 4 hour seminar (7:30 – 10 a.m.) – Old Hickory Golf Club*

*Instructor: Pat McWard*

Attendees will learn practical, hands-on techniques for living out quality customer service *every day*. After all, achieving customer service excellence is an ongoing process that requires ongoing commitment. Whether your employees deal with customers face to face or on the telephone, your employees will begin benefiting immediately from the latest (and best) customer service techniques.

***NOTE: All information is subject to change. Please contact the EDC at 636-441-6880 to confirm all event information.***