



# Master Series

## Series Sessions 3:30-5:30 pm

3<sup>rd</sup> Tuesday of each month

\$74 per session for series or \$90 per class (snacks provided)

Repeat students ONLY \$15 per class

October 21, 2014	<b>LEADING AND MOTIVATING STYLES</b>	Cultivate a personal leadership style that inspires others to want to follow you by using key triggers to motivate each style to reach new heights.
November 18, 2014	<b>STYLES AND MANAGING STRESS</b>	Develop strategies and techniques to become aware of your stress level and that of those around you. Engineer your energy level to be fueled by activities and people that make you radiate.
December 16, 2014	<b>SELLING AND BUYING STYLES</b>	Learn the five key components of the selling process, your natural selling style and how to quickly identify the buying pattern of others.
January 20, 2015	<b>STYLES AND RESOLVING CONFLICT</b>	Assertiveness is a skill set that all styles need to learn in order to effectively communicate. Create the balance of communicating straight without being rude, aggressive or timid.
February 17, 2015	<b>STYLES AND PEAK PERFORMANCE</b>	Get in the zone and be in 'flow' with understanding how you leverage your strengths and motivators and sustain focus and enhance results.
March 17, 2015	<b>MAXIMUM TEAM IMPACT</b>	Identify the main objectives of teams and build groups by design of strengths and contributions for maximum impact.
April 21, 2015	<b>FEEDBACK AND MANAGEMENT STYLES</b>	Produce clear and effective conversations with others. Discover the feedback formula to get your point across while preserving other people's feelings and still maintaining engagement.

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| <b>May 19, 2015</b>  | <b>CUSTOMER SERVICE EXCELLENCE</b> | <b>Generate relationships with prospects, peers and clients that build loyalty and raving fans. Adjust your responses, interactions, methods and feedback to connect.</b>    |
| <b>June 16, 2015</b> | <b>STYLES AND MANAGING CHANGE</b>  | <b>Devise a model on a personal and organizational level to manage change. Personally enhance the process to get buy-in and remove resistance using the AKDAR model.</b>     |
| <b>July 21, 2015</b> | <b>STYLES AND MANAGING TIME</b>    | <b>Recognize the strengths and weaknesses of your style in effectively managing time. Build resources around you to increase your productivity and sense of fulfillment.</b> |