

**3<sup>rd</sup> Tuesday of each month 3:30-5:30 pm**  
**\$75 per class / Repeat participants \$15**  
**29750 US Highway 19 North Suite 309 Clearwater, Fl. 33761**  
**(Flagship Community Bank)**

March 17, 2015	<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.
April 21, 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.
May 19, 2015	<b>MAXIMUM TEAM IMPACT</b>	Identify the main objectives of teams and build groups by design of strengths and contributions for maximum impact.
June 16, 2015	<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.
July 21, 2015	<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.
August 18, 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.
September 15, 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.
October 20, 2015	<b>CUSTOMER SERVICE EXCELLENCE</b>	Generate relationships with prospects, peers and clients that build loyalty and raving fans. Adjust your responses, interactions, methods and feedback to connect.
November 17, 2015	<b>STYLES AND MANAGING CHANGE</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.
November 15, 2015	<b>STYLES AND MANAGING TIME</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.