

Gain Academic Credit and Advance Your Career!

Leadership and Personal Effectiveness

CHOOSE YOUR DATES

January 6-7, 2005 OR January 10-11, 2005

Arlington, VA • The Performance Institute

What You Will Learn

- Improve Your Professional Image
- Build and Lead Office Teams
- Creative Approaches to Problem Solving
- Internal Communications Techniques
- Conduct Negotiations with Confidence
- Improve Interpersonal Office Relationships

How You Will Benefit

Understand the Importance of Team Building

Identify office issues which prevent teams from reaching their goals

Master the Art of Communications

Develop effective communication skills to convey information and ideas in a timely manner

Become a More Effective Negotiator

Improve personal and professional profitability in order to deal with difficult negotiators

Increase Office Productivity and Efficiency

Apply problem solving strategies to manage challenges in the workplace and to evaluate the performance of your office

Presented by:

The Performance Institute

Develop a Professional Image that Commands Respect

www.PerformanceWeb.org

Leadership and Personal Effectiveness *FOR Government Administrative Assistants*

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PROGRAM AGENDA

Day One:

8:30 **Registration and Continental Breakfast**

9:00 **Leadership and Personal Effectiveness in a Government Office Environment**
- Present yourself effectively at work and play
- Create a favorable image that commands respect
- Communicate persuasively in any situation, from small talk to speeches

9:45 **Team Building and Team Leadership**
- Develop the basic skills critical to working in the team environment
- Help your teams work through effective communication
- Learn strategies to manage team conflict

11:00 **Leadership, Communications and Team Building Application Session**
- Achieve maximum results and maintain quality relationships
- Understand the roles, responsibilities and challenges of your office team

12:00 **Networking Luncheon**

1:00 **Constructive Problem Solving and Decision Making**
- Improve your individual and team creativity in making the right decision
- Learn how to create the best conditions for problem solving
- Discover ways to promote creative thoughts and ideas for problem solving

2:00 **Effectively Communicating and Motivating Others: Mastering the Art of Internal Communications**
- Learn how to communicate your ideas clearly to team members and supervisors
- Become comfortable with speaking and listen effectively

3:30 **Communication Application Session**
Learn how to understand what is being said while being understood

4:30 **Adjourn**

Day Two:

8:30 **Continental Breakfast**

9:00 **Becoming a More Effective Negotiator**
- Improve personal and professional profitability in order to deal with difficult negotiators
- Achieve desired outcomes and create synergy while fostering relationships
- Enter into and conduct negotiations with confidence

10:45 **Negotiation Application Session**
Apply your new negotiation skills in real life scenarios

12:00 **Networking Luncheon**

1:00 **Thriving through Change: Personal Resilience**
- Understanding forces shaping the new workplace and your role in it
- Establish short-range and long-range goals to strengthen personal resilience
- Cope with change and determine which of your actions can influence it

2:30 **Assessing and Enhancing Personal Goals**
- Set goals and build consensus for yourself
- Overcome barriers
- Become resilient during change in your organization and for you

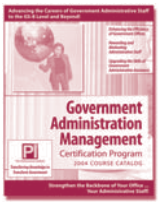
3:00 **Interpersonal Office Relationships**
- Learn the importance and effectiveness of mentoring
- Acquire skills to give and receive constructive criticism
- Improve workplace compatibility

4:30 **Adjourn**

"It is very inspirational and informative. You can apply this class in your career as well as personal life" **—Wanda K. Paige, Department of Commerce**

"There are secretaries that want to get out of the 318 series, and I believe if they take this course it will assist them in what they need and perhaps change their views." **—Deborah F. Bloxon, NASA**

RECEIVE CERTIFICATION & IN-HOUSE TRAINING



This event is part of the Government Administration Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train administrative staff in their own facility. For more information about the certification and in-house training options available to you, please contact James Simpson at 703-894-0481 or email him at Simpson@PerformanceWeb.org.

Venue and Hotel:

Leadership and Personal Effectiveness will be hosted at the Performance Institute in Arlington, Virginia, just one block east of the Courthouse stop on the Orange Line of the D.C. Metro. A public parking garage is located inside of the building. Continental breakfast and a catered lunch will be provided for delegates on each day.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
Phone: 703-894-0481

A limited number of rooms have been reserved at a discounted rate of $115 at the Quality Courthouse Hotel, located two blocks from the Performance Institute. Please mention Performance Institute to guarantee this rate and ask to be put in the main tower, which has been recently renovated. In addition, a limited number of discounted rooms are also available at the Hilton Crystal City at National Airport at a rate of $159, or if available, the prevailing government per diem rate. A complimentary shuttle is available both before and after the conference. Please call the hotel directly to make reservations and be sure to ask for the Performance Institute conference rate.

Quality Courthouse
1200 N. Courthouse Road
Arlington, VA 22201
Phone: 703-524-4000

Hilton Crystal City at National Airport
2399 Jefferson Davis Hwy
Arlington, VA 22202
Phone: 703-418-6800

Tuition and Group Discounts:

The fee for attending *Leadership and Personal Effectiveness* is $1095. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling James Simpson at 703-894-0481 or emailing him at Simpson@PerformanceWeb.org. Be sure to use program code **P503** when registering for the January 6-7 event and **P342** when registering for the January 10-11 event.

Cancellations and Quality Assurance:

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201 (phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event. Note: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

CPE Credit:

NATIONAL REGISTRY OF CPE SPONSORS

Delivery Method: Group-live
Prerequisites: None
CPE Credits: 15
Program Level: Intermediate
Advanced Preparation: None

The Performance Institute is 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 final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

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REGISTRATION FORM

To Register:

1. **Call 703-894-0481**
2. **visit www.PerformanceWeb.org**
3. **or fax this form to: 703-894-0482**

DELEGATE INFORMATION

Priority Code: P503-WEB (January 6-7)
P342-WEB (January 10-11)

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Telephone: _____

Fax: _____

Email: _____

METHOD OF PAYMENT:

☐ Credit Card ☐ Check ☐ Purchase Order/Training Form

Card Number _____ Exp Date _____

Name on Card _____