

LEADERSHIP

HOW TO LEAD AND BE GREAT AT IT

This series is designed for business owners, managers at all levels, and anyone responsible for the daily management and leadership of people. You will learn how to develop your leadership skills, how to help others develop leadership skills and how to create a culture that integrates leadership into every aspect of your business.

HUMAN RESOURCES

HOW TO MANAGE PEOPLE AND MINIMIZE RISK

This series is designed for business owners, human resource professionals, and managers of all skill levels. Regardless of your job title, you will learn how to handle some of the tough people issues—things like how to stay out of court, keep your company compliant, treat people properly and increase employee retention and productivity.



Grain Valley Chamber of Commerce
Belton Chamber of Commerce



Programs are extended to the public on a non-discriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance.



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For More Information:

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SMALL BUSINESS & TECHNOLOGY
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PRESENT TWO NEW SERIES:

Leadership

How to Lead and Be Great at It



Human Resources

How to Manage People and Minimize Risk

Your success is our business...

Small Business Technology & Development Center

LEADERSHIP

HOW TO LEAD AND
BE GREAT AT IT

- Nov 16, 2006** **Strategic Planning:**
How Smart Leaders Position Their Companies for Success
- Dec 14, 2006** **Leading People to Success:**
How Great Leaders Use the Human Element
- Jan 19, 2007** **Leading People to High Performance:**
How Great Leaders Use Coaching
- Feb 15, 2007** **Leading in a Crisis:**
The What and How of Surviving the Unexpected
- Mar 15, 2007** **Customer Service:**
How Leaders Develop a Strong Customer Service
- Apr 19, 2007** **Critical Thinking:**
A Leader's Secret Weapon
- May 17, 2007** **Leading the Charge:**
Leading, Managing and Handling Change
- Jun 21, 2007** **Letting Go:**
The Tough Part of Leadership
- July 19, 2007** **Tough Times, Tough Leaders:**
Handling Difficult People and Situations
- Aug 16, 2007** **The Leadership Image:**
Business Protocol and the Art of Making an Impression
- Sept 20, 2007** **Leaders in the Spotlight:**
Making Dynamic Presentations
- Oct 18, 2007** **Future Focus:**
Thinking Like a 21st Century Leader
- Nov 15, 2007** **Employment Legalities for Leaders:**
Managing Risk and Staying Out of Court

Where:

Central Summit Center
777 NW Blue Parkway
Lee's Summit, MO 64086
Map available at www.cmsu.edu/biz

Time:

8:30 a.m.— 11:30 a.m.

Cost:

\$89 per person / per session

\$10 discount per person for 7+ sessions
\$20 discount per person for all 13 sessions
\$49 for each additional person

HUMAN RESOURCES

HOW TO MANAGE PEOPLE AND
MINIMIZE RISK

- Nov 2, 2006** **Understanding Human Behavior:**
Keys to Successful Management & HR
- Dec 7, 2006** **Using the Behavioral Approach:**
The Practical & Legal Solution to Managing Employees
- Jan 11, 2007** **Behavioral Interviewing:**
The Art of Hiring the Right Fit
- Feb 1, 2007** **Employee Retention:**
How to Keep the Good Ones
- Mar 1, 2007** **Respect in the Workplace:**
How to Create a Respectful Working Environment
- Apr 5, 2007** **Performance Management:**
Getting the Most from Your People
- May 3, 2007** **Business Ethics:**
Creating a Principled Culture
- Jun 7, 2007** **Policies, Procedures, Handbooks:**
What to Have, How to Write, How to Update
- July 5, 2007** **Harassment / Discrimination:**
Don't be the Next Court Case
- Aug 2, 2007** **Sexual Harassment:**
How to Prevent It, Handle It, Stop It
- Sept 6, 2007** **Business Continuity & Disaster Planning:**
Being Smart Means Being Ready
- Oct 4, 2007** **The 21st Century Workforce:**
What's Happening in the Workplace & How It Will Affect You
- Nov 1, 2007** **Employment Law:**
Mystery and Myth Made Simple

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