



OVERVIEW

Focus on the future, along with personal and professional growth. Come join us in a series of career and personal training sessions that will cover team building, communication skills, customer service, building better relationships and careers. You can create a new look or perspective on life, leadership and personal growth. Check the box for the session(s) you would like to attend.

SESSIONS

Sessions will be held at The Shores- Emmetsburg

1. Customer Service Excellence... to External & Internal Customers Wed, Aug 7 | 1:00 pm – 3:00 pm

This interactive program will focus on practical strategies for providing impressive service to both outside customers and to coworkers. We'll start by introducing the 'meat and potatoes' of great customer service, including top criteria that customers use to evaluate service effectiveness, then work into areas including phone etiquette; work ethic; the role of mood and attitude; and a handy framework for calming and retaining dissatisfied customers.

2. Doing More with Less: Time Management Strategies for Multi-Tasking Employees Wed, Sept 11 | 1:00 pm – 3:00 pm

With the current shortage of employees, it seems everyone is wearing more hats and carrying more responsibilities than they would choose to have for themselves. This practical, user-friendly session is about maximizing the time you have in a day. Topics to be covered include maximizing efficiency, identifying key result areas, prioritizing, avoiding procrastination, creating effective to-do lists, delegating, and setting aside time to complete projects that require greater focus and concentration.

3. What Motivates Employees? Wed, Oct 9 | 1:00 pm – 3:00 pm

A common theme in many current leadership discussions is 'how to motivate the unmotivated.' This interactive program will delve into what research and practical experience tell us about what works and what clearly does NOT work when it comes to motivating team members. We'll discuss Daniel Pink's three job factors the increase intrinsic motivation, as well as Gallup Organization's top twelve factors of employee engagement. We'll also discuss our own insights, experience, and wisdom regarding employee motivation.

4. Conflict Resolution Skills for Leaders Wed, Nov 6 | 1:00 pm – 3:00 pm

For many leaders, dealing with team conflict is a routine and least favorite part of the job. In this interactive session, you will learn practical skills for dealing with difficult team members, as well as two step-by-step frameworks for resolving conflicts: one framework for conflicts in which you are the mediator of team members in conflict, and the other for meeting with an under-performing or difficult employee. Join us in identifying you own, natural style of responding to conflict and learning what to say – and not to say – to keep conflict resolutions calm and productive.

REGISTRATION

Name: _____

Business: _____

Address: _____

Phone: _____

Email: _____

- Session 1: August 7 | 1:00 - 3:00 pm
The Shores - Emmetsburg
- Session 2: September 11 | 1:00 - 3:00 pm
The Shores - Emmetsburg
- Session 3: October 9 | 1:00 - 3:00 pm
The Shores - Emmetsburg
- Session 4: November 6 | 1:00 - 3:00 pm
The Shores - Emmetsburg

**PRE-REGISTRATION IS REQUIRED.
COST IS \$30.00 PER SESSION.**

Mail or email your registration form to:

Mail: Kossuth/Palo Alto Co. EDC
106 S. Dodge St., Ste. 210
Algona, IA 50511

Email: kcedc@kossuthia.com