



"I would recommend Andy's workshops to anyone who needs to update manager skills or hopes to grow into a management position."

Debbie Cutler
Managing Editor
Alaska Business Monthly

"Andy Brown keeps the audience engaged the entire session with his humorous yet well informed knowledge of HR and Labor Law issues that are relevant to today's work environment. He has exceptional public speaking abilities and interacts with individuals in the audience, creating a relaxed atmosphere in an informative presentation. Participants leave the seminar remembering what Andy had to say."

Carla Clulow
Human Resources Manager

"I have tackled some in depth issues and projects with Andy Brown and in my view, he knows his business."

Ken Peltier
Training Trust Administrator

Location:

9:00am to Noon

711 H Street

1st Floor Training Room, Ste 150

Coffee, Tea & Bagels provided



The Growth Company

711 H street, Ste. 440
Anchorage, AK 99501

March 2, 2011

Supervisor Boot Camp II

Effective Communication & Team Building

Presented by Andy Brown, JD, SPHR

To be really successful in business, it is essential to learn, appropriate, practice and develop, vitally effective communication skills, both on a one-to-one basis, and to small and large groups. Important team-building strategies will teach you how to produce a manager's "game plan" that ensures you'll reach your goals and objectives. Maximize every employee's abilities today!

Topics of discussion will include:

- Identifying your communication style
Sharpening verbal and nonverbal behaviors and skills
- Applying direct and indirect communication
- Using feedback and questioning skills to understand others
- How to deal with anger, crying, and other emotional responses
- Denial: what to do when someone won't admit a problem
- When you close a counseling session: how to reach an agreement and get a firm commitment

Save your space
ENROLL NOW

Payment at Pre-enrollment only \$119
or \$129 at the door

To RSVP call 907-276-4769 or

Email: Paj@thegrowthcompany.com

Substitutions: Seats are confirmed once registration is received. If you are unable to attend please feel free to send an alternate.

Payment: Pre-payment is due at registration and before the seminar date. For your convenience, we accept Visa, MasterCard and American Express.

Refunds: TGC will issue a full refund if we receive your **written** cancellation **3 business** days prior to the seminar date.

PARKING

Ample paid parking between
G & H streets on 8th
OR in the 6th & H Parking garage