



Cleveland 2012

JAN 24: POLITICAL SAVVY: ADVANCE YOUR CAREER BY EXPANDING YOUR INFLUENCE - DR. DWIGHT JAGGARD

This seminar vividly brings to life the interplay of power, politics and influence - both upward and across the organization. We will debunk the stereotype of politics as emerging from an unethical manipulative underworld. The key is to know the strategies that enhance our impact on the organization. These strategies work hand-in-hand with the personal characteristics and tactics of leadership that we may already possess. Participants will learn to diagnose political styles and map political terrains.

Dr. Dwight Jaggard consults, coaches and teaches around the world on leadership development, team building, enhancing communications, political savvy and influence and technical topics. His blend of interpersonal, business, academic and technology skills provides an ideal background for working with individuals from diverse backgrounds.

FEB 16: GET THE MOST FROM YOUR 'B' AND 'C' PLAYERS WHILE DEVELOPING YOUR HIGH PERFORMERS - BILL HAWKINS

This program will focus on strategies and tactics for coaching two key employee groups found in every organization: the 'high-potentials' and the 'B and C' players. High potential employees have different needs than the B and C players on your team. This session will focus on how to coach, motivate and develop each individual on your team for maximum effectiveness. Participants will learn systems and methods to develop high potentials for current and future success. We will also analyze coaching techniques designed to get the most from B and C players.

Bill Hawkins specializes in leadership effectiveness and organizational change. In association with the Alliance 4 Strategic Leadership: Coaching and Consulting, he has conducted leadership training in over twenty *FORTUNE* 500 companies in seventeen countries. Listed in *Who's Who in International Business*, he is a contributing author in the Peter Drucker Foundation book *The Organization of the Future*.

MAR 7: THE LEADER'S ROLE AND RESPONSIBILITY AS MENTOR - DR. CHIP BELL

The only sustainable competitive advantage of tomorrow will be the capacity to outlearn your competition. Future leaders will be those who focus on cornering unique talent and nurturing portable wisdom. This means managers must become mentors to all the employees they influence. The winners of tomorrow will be those who build powerful partnerships for learning. They will be those who can effectively transfer relevant experience, communicate cutting-edge competence and foster insight-producing discovery.

Dr. Chip Bell author of 18 books including *Customer Loyalty Guaranteed*, *Magnetic Service*, *Customers As Partners*, *Managers as Mentors*, *Managing Knock Your Socks Off Service* and his newest book, *Take Their Breath Away: How Imaginative Service Creates Devoted Customers*. He is a senior partner with The Chip Bell Group near Dallas and consults many *FORTUNE* 100 companies.

APR 18: DRIVING BUSINESS RESULTS: THE SEVEN STEPS TO FINANCIAL ACUMEN - DR. THOMAS MONAHAN

This session will explore the impact of finance in decision making and in the development of strategic initiatives. Understanding the role of profitability, cash flow, risk, cost drivers, etc., in creating firm value will be emphasized. Also, significant emphasis will be placed on how the non-financial manager can utilize financial information through a teamwork approach to decision making. The role of cost drivers and strategic cost analysis in a Value-Based Management system will also be discussed.

Dr. Thomas Monahan is the John M. Cooney Professor of Accounting and former Dean of the Villanova University School of Business. He has published numerous articles on various topics including cash flow analysis, capital budgeting, inflation accounting, and strategic planning. Dr. Monahan has consulted for, and conducted programs for, over 50 major organizations around the world.

MAY 3: THE RESILIENT LEADER: SEVEN SKILLS TO BOOST YOUR LEADERSHIP ABILITIES AND STRENGTHS - DR. ANDREW SHATTÉ

In this session you will learn seven skills to boost your leadership abilities and to foster an atmosphere of your resilience for and in those you lead. You will receive a personal profile of your strengths and weaknesses across the five strengths that make an excellent and resilient leader - Integrity, Mentoring, Aligned Values, Results, & Connection to the job. This profile will direct your customized learning as you practice the leadership skills. In this fun and interactive session, what you learn about yourself as a leader will be revealing.

Dr. Andrew Shatté is the founder & President of Phoenix Life Academy, a company that specializes in measuring and training in resilience. Dr. Shatté is in high demand as a speaker. He has delivered over 1,000 keynote speeches and addresses to large corporate audiences over the last decade. Dr. Shatté is coauthor of *The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles*.

JUN 13: FIRED UP LEADERSHIP: MAXIMIZING ENGAGEMENT, ALIGNMENT AND PERFORMANCE - MICHAEL LEE STALLARD

Sharing knowledge integrated from research in multiple fields, including neuroscience, organizational behavior, psychology, sociology, history and his firm's proprietary research Mr. Stallard describes the "The Connection Culture" that every organization needs to thrive for sustained periods of time. During this session, you will learn: what motivates individuals to give their best efforts; the six human needs to thrive; the five elements of a Connection Culture; and best practices of individuals who create Connection Cultures.

Michael Lee Stallard is a leadership authority on leadership and teams as they relate to employee and customer engagement. He is the co-founder, president and CEO of E Pluribus Partners, a consulting firm that specializes in helping leaders create "Connection Cultures" to form strong bonds among the management, employees and customers of an organization.

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JUL 24: TIDES OF CHANGE: FIVE DISRUPTIVE FORCES SHAPING THE WORKPLACE - DR. GRAEME CODRINGTON

The five forces that will disrupt industries in the next decade are: Technology, Institutional change, Demographics, the Environment and shifting Societal values. These are the T.I.D.E.S. of change. This workshop includes well researched insights into the near future, packaged together with key trends, relevant and interesting facts, case studies and multi-media clips, and lots of opportunity for discussion.

Detailed video introduction is available at: <http://tinyurl.com/tidesvideo>

Dr. Graeme Codrington is an expert on the new world of work and multi-generational workplaces. He is a keynote presenter, author, futurist, facilitator and strategy consultant working across multiple industries and sectors. He blends cutting-edge research, thought leading insights with humour, a conversational style and multimedia-driven presentations to create unforgettable experiences that add real value.

AUG 20: THE IDEA-DRIVEN ORGANIZATION: TAPPING EMPLOYEE IDEAS TO IMPROVE PERFORMANCE - DR. ALAN ROBINSON

This seminar will show you how the best managers and organizations encourage, collect and implement large numbers of employee ideas. It will show you the principles involved, the benefits you can expect, and the pitfalls you could meet along the way and how to avoid them. Front-line ideas are a powerful engine that can help you attain performance excellence and generate sustainable competitive advantage. The best leading indicator of your unit's future performance is the number of implemented ideas you are getting right now.

Dr. Alan Robinson, coauthor of *Corporate Creativity* and *Ideas Are Free*, is one of the foremost experts in the world on managing ideas, creativity and innovation. His books have been translated into seventeen languages. A sought-after speaker, trainer and consultant, he has helped more than a hundred organizations in fifteen countries, and his research has taken him to hundreds more.

SEP 11: BREAK THROUGH THE OVERWHELM: FOCUSING ON WORK THAT MAKES A DIFFERENCE - MICHAEL BUNGAY STANIER

What if you, your team and your organization could do more Great Work and less of the busywork? In this practical, interactive workshop you'll: Come to grips with the difference between Good Work and Great Work; understand the key three characteristics you need to do more Great Work; find clues to your own Great Work; tap into the power of projectization; learn how to better balance the demands of your organization; and identify five practical ways to stop the busywork.

Michael Bungay Stanier is the founder and Principal of Box of Crayons (www.BoxOfCrayons.biz), a company that works with organizations and teams around the world to help them do less Good Work and more Great Work. Box of Crayons' clients range from AstraZeneca to Xerox and are based in North America, Europe and Australia.

SEP 25: ALIGNING THE KEY ELEMENTS THAT DRIVE PERFORMANCE: STRATEGIC LEADERSHIP - DR. ALBERT VICERE

Today's leaders are faced with a daunting challenge: maintaining performance and profitability while at the same time evolving their organizations to accommodate the new structures and technologies demanded by the networked economy. This highly interactive workshop will help leaders to assess their personal readiness - and that of their organization - to take advantage of the opportunities presented in today's unprecedented environment of change and innovation.

Dr. Albert Vicere is Executive Education Professor of Strategic Leadership at Penn State and President of Vicere Associates Inc., a global consulting firm. An award-winning teacher and researcher, he is a recipient of the IMS Distinguished Faculty Award and was profiled as a "next wave leadership guru" by *Business Horizons* magazine. Author of more than 70 articles, his latest book is *Leadership by Design*.

OCT 17: EFFECTIVE CONFLICT RESOLUTION: AN ESSENTIAL LEADERSHIP ASSET - IRMA TYLER-WOOD

How a leader manages conflict and facilitates its resolution directly impacts the bottom line and the performance of those they lead. This hands-on course will prepare leaders to do three things: (1) to understand their conflict styles, strengths and areas for development; (2) to learn and apply three tools for effective conflict resolution; and (3) to reflect on and plan for managing an actual conflict they are experiencing in the workplace.

Irma Tyler-Wood is a Partner with Ki ThoughtBridge. She is coauthor of the book *Expand the Pie: How to Create More Value in Any Negotiation*. Prior to her work at Ki ThoughtBridge, she practiced corporate law in Washington, D.C., and had careers in education and government. While at Harvard Law School, she worked as a negotiation Teaching Fellow with Roger Fisher and served as the Assistant Director of the Conflict Clinic at the Harvard Negotiation Project.

NOV 15: TURNING STRATEGIC GOALS INTO ACTIONABLE PLANS - TERRY SCHMIDT

FORTUNE magazine estimates that 70% of all strategies fail. Failure often occurs because of ineffective planning methods for turning strategies into executable projects. This session offers a breakthrough planning approach for clearly aligning projects with strategic intent to boost your odds of project success. You will learn a common language and a step-by-step process for designing successful projects, programs, and change initiatives.

Terry Schmidt, author of *Strategic Project Management Made Simple* and *Turn Strategy Into Action*, is an internationally known management consultant who helps organizations become more strategic, productive, and profitable. He holds a Harvard MBA and has over thirty years of experience as an executive, educator, and strategy coach in 34 countries.

DEC 4: IMPROVE YOUR REAL-TIME DECISION MAKING: RECOGNIZING THE BLINDSPOTS - DR. PAUL FRIGA

This seminar will focus on understanding "blindspots" that lead to poor decision-making by executives and remedies that can mitigate the damage in organizations. After a discussion on the latest theoretical findings on this topic, the participants will work in teams to develop stories of blindspots at work based upon their experience (and/or current news stories). They (with the assistance of Dr. Friga) will also present tactical suggestions on how they could have been avoided (and will be avoided moving forward).

Dr. Paul Friga is a professor at the Kenan-Flagler School of Business at the University of North Carolina at Chapel Hill, where he teaches courses in management consulting and strategy. He also serves as the Director of the Consulting Concentrations for undergraduates and MBAs. He researches strategic decision-making, knowledge transfer, intuition, management consulting processes and entrepreneurship.

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