



# Los Angeles 2010

## **JAN 28: DELIVERING POSITIVE CRITICISM: THE FIRST STEP TOWARD PERFORMANCE IMPROVEMENT - DR. HENDRIE DAVIS WEISINGER**

Recent research suggests that criticism is perhaps the most powerful and neglected business skill, that it causes more conflicts at work than disputes over power, pay, and promotion, and that most of us are inept at giving and taking criticism productively. This intense program will focus on how to transform the necessary exchange of criticism from a taboo act and a destructive and demoralizing encounter into a positive, motivating, mutually beneficial experience that encourages trust, heightens self-esteem, and boosts productivity.

**Dr. Hendrie Davis Weisinger** is the author of *Emotional Intelligence at Work*, *Nobody's Perfect*, *Anger at Work*, and *The Power of Positive Criticism*. He teaches executive education at New York University, Massachusetts Institute of Technology, and the Wharton School at the University of Pennsylvania. He has been a guest expert on over 300 television and radio shows.

## **FEB 16: WHEN ONLY SUCCESS COUNTS: DEVELOPING COLLABORATIVE PARTNERSHIPS - NICOLE SCHAPIRO**

Leaders must influence, negotiate, and build collaborative partnerships to achieve best results in a competitive global environment. Using inspiring and practical stories and case studies, this highly energizing and interactive session will explore what successful leaders must do to create and optimize partnerships that tap into the full intelligence of all levels of the organization. Participants will also learn how to align with stakeholders to achieve and execute beyond expected results in a timely and cost effective manner.

**Nicole Schapiro** was described by *The New York Times* as "a role model for all people who want to succeed and are not afraid of the odds." Before the age of 30 she became the first woman senior vice-president of Sales and Marketing at Citicorp in New York. She is now president of Nicole Schapiro & Associates, which designs and delivers training programs and offers organizational development consulting.

## **MAR 16: EVERYONE NEGOTIATES: THE ART OF GETTING WHAT YOU BOTH WANT - PETER STARK**

The objectives of this program are to provide participants with an understanding of negotiation and what makes a negotiator successful; to give participants the behavioral tools, strategies and tactics needed to create a win-win outcome; and, finally, to improve the negotiation skills of participants through an in-depth negotiation exercise where they will negotiate a work-related situation.

**Peter Stark** has been inspiring audiences for over fifteen years. He is president of Peter Barron Stark & Associates, and specializes in helping organizations "build a culture where employees love to come to work and customers love to do business. His popular book on negotiation skills, *It's Negotiable*, was selected as a book of the month by *Fortune* magazine.

## **APR 20: UNDERSTANDING AND INFLUENCING BREAKTHROUGH PERFORMANCE - ALAN FINE**

If you want to boost performance and engagement within your organization, this program is for you! Participants will explore a distinctive coaching methodology (the "G.R.O.W. Model" developed by Alan Fine and his team at InsideOut Development) that helps managers and leaders tap into the full capabilities of their people. This program is very engaging and very practical, having application across many industries, organizational levels, and functional areas.

**Alan Fine** is a renowned trainer, speaker, and performance expert. For 30 years, he has served as a performance coach to a diverse array of clients, including corporate executives, top athletes, and musicians. In his speaking presentations, he incorporates an engaging mix of humor and commentary drawn from the performance-driven world of professional sports.

## **MAY 12: UNDERSTANDING THE FINANCIAL ASPECTS OF YOUR DECISION MAKING - DR. THOMAS MONAHAN**

This program will provide participants with increased understanding of how to better utilize financial measures in making business decisions. The course will introduce valuation concepts that provide the basis for decision making in both financial and corporate environments. The course will be broken down into three parts with short lectures introducing each part followed by short cases that will be solved in small groups of participants that will apply the concepts covered in the lecture.

**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.



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## **JUN 8: MANAGING WITHOUT AUTHORITY: THE USE OF POWER AND INFLUENCE - DR. CHARLES DWYER**

The bulk of our frustrations comes from our dealings with people. If we are to succeed in the organization, we must work effectively with subordinates, peers, superiors, and often with boards, owners, investors, bankers, clients, and many others. During this session we will examine the principles of human influence (principles we have all been using throughout our lives) and learn how to apply them to the task of managing people. Specific techniques and tools for applying these principles will be presented, along with a variety of examples.

**Dr. Charles Dwyer** is the Director and Senior Research Analyst for the Management and Behavioral Science Center at The Wharton School. He received the Lindbach Award for Distinguished Teaching from the University of Pennsylvania. The author of two books, he has also taught at Cornell, Johns Hopkins, Temple University, and St. Joseph's College.

## **JUL 27: THE ONE-DAY MBA: TOOLS FOR MAKING BETTER DECISIONS - DR. ANTHONY CATANACH, JR.**

All managers need a broad perspective to effectively deal with the complex challenges they face daily. To develop this skill, this one-day seminar presents many of the tools and techniques found in MBA programs today. Specifically, participants will examine how basic business processes drive financial results, learn how effective risk management can improve business planning and decision making, and explore how financial and non-financial measures to best be used to evaluate operating results.

**Dr. Anthony Catanach Jr.** is a professor in the School of Business at Villanova University, an adjunct professor in the Villanova University School of Law, and a visiting professor at INSEAD in France. He has authored over fifty journal articles and is currently co-editor of *Advances in Accounting Education*.

## **AUG 17: THE POWER OF A POSITIVE ATTITUDE: HOW TO CREATE YOUR OWN SUCCESS - DR. ED FOREMAN**

This session is a unique, comprehensive habit-improvement program that mentally, physically, and emotionally improves your sphere of living. The program teaches specific techniques for making this an automatic part of your subconscious mind. It will help you eliminate self-defeating behavior and improve your self-confidence through positive, success-generating habits, putting you on the road to greater achievement and a more rewarding life. This one-day format highlights the popular three-day Successful Life Course featured positively on CBS News' 60 Minutes.

**Dr. Ed Foreman** has been recognized for his remarkable leadership, and counseling of more than 30,000 graduates of his renowned, life-enhancing SUCCESSFUL LIFE course. Dr. Norman Vincent Peale, author of *The Power of Positive Thinking* said, "Ed Foreman is a highly inspirational person. I'd like to be exposed to him more often. There is truth, meaning and life in what he teaches."

## **SEP 15: CRITICAL THINKING: A MODEL FOR AVOIDING COMMON DECISION TRAPS - DR. KATHY PEARSON**

With the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty.

**Dr. Kathy Pearson** is an adjunct associate professor in the Operations and Information Management Department at The Wharton School. She has taught Operations Management in the MBA program and Executive Master's of Technology Management programs as well as Probability and Statistics, Simulation Modeling, and other courses for the department and the University of Pennsylvania.

## **SEP 28: SEVEN CRITICAL TURNS FOR GREATER SUCCESS THAN EVER BEFORE - DR. ALAN ZIMMERMAN**

The marketplace is filled with "motivational myths" that are nothing more than dead ends on your road to success. They simply don't work. In this highly interactive program, you will learn what works and doesn't work in the field of personal achievement. You will learn time-tested, research-proven strategies that engage the full and willing cooperation of others; and you will leave the program with a set of simple, powerful, transformational skills that you can use immediately.

**Dr. Alan Zimmerman** is the founder and President of ZCN, a training and consulting firm. He has delivered more than 3000 management development programs over the last 15 years to such clients as 3M, Ernst & Young, Prudential, Target, US Steel and numerous others. He has taught for 16 years as a university professor and has been named an Outstanding Faculty Member at two institutions.



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## **OCT 19: HIGH-YIELD COMMUNICATION: GETTING THE RESULTS YOU NEED - DR. DILIP ABAYASEKARA**

In this session you will learn about the fundamental human behavioral styles, how those styles have different communication preferences, and how we can tap that knowledge to connect with persons of any preferred communication style. Participants will learn a proven five step approach that will enable them to speak so that audience members will listen, learn how to listen themselves, and also how to use this knowledge in "difficult" one-on-one conversations.

**Dr. Dilip Abayasekara, A.S.** is a professional speaker, trainer, and speech coach. His focus, through his training company, Speaker Services Unlimited, is to help people discover their own genius and find their path of fulfillment. Dr. Abayasekara has helped many people discover their "new eyes" through his seminars in the areas of communication, creative thinking, relationship building, leadership and spirituality.

## **NOV 4: PERFORMANCE-BASED COACHING: THE ROAD TO EXCELLENCE - BILL HAWKINS**

This session will focus on how to be an effective coach. A profile of "Coaching for Behavioral Change" will be presented and participants will learn the latest techniques for encouraging feedback to develop others (and to develop themselves). Participants will learn how to apply key concepts. The latest research on feedback and follow-up will be used to show leaders how to coach in a way that produces "guaranteed" results for both individuals and teams.

**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, Bill is a contributing author in the Peter Drucker Foundation book *The Organization of the Future*.

## **NOV 16: HOW TO THINK LIKE LEONARDO DA VINCI: MAKING THE MOST OF YOUR CREATIVE TALENTS - MICHAEL GELB**

This dynamic, highly-interactive program brings da Vinci's genius to life through fascinating biographical and historical information, setting the stage for an introduction to seven principles for thinking "a la Leonardo." Participants will learn how to cultivate creativity every day, balance analysis with imagination, sustain continuous learning, embrace ambiguity and uncertainty, apply "systems thinking" to problem solving, and nurture creativity and innovation in the workplace.

**Michael Gelb** is a pioneer in the fields of creative thinking, accelerated learning and innovative leadership. Gelb leads seminars for organizations such as DuPont, IBM, Merck, Microsoft, Nike, and YPO. He brings more than 30 years of experience as a professional speaker, seminar leader, and organizational consultant to his diverse, international clientele.

## **DEC 1: CHAMPIONING YOUR IDEAS AT WORK: BECOMING YOUR OWN BEST ADVOCATE - DR. JOHN DALY**

Successful advocates know how important it is to clearly communicate their ideas, how their reputations shape how people respond to their ideas, how they need to build partnerships and alliances with others in getting ideas adopted, how they must "pre-sell" any idea long before formal meetings, and how to be persuasive and influential in meetings. We will discuss new research on each of those topics - research that offers you interesting and surprising ways to champion innovations in your organization.

**Dr. John Daly** is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and Texas Commerce Bancshares Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, advocacy and persuasion, and customer loyalty.