



These People Drive Me Crazy!

Live Webinar

THURSDAY, MARCH 13, 2008 ~ 2:30 PM – 4:30 PM EST

Attend a live seminar without leaving the office!

Headache Remedies and Other Pain Relievers for Supervisors

Some days it just doesn't pay to get out of bed! Ever said that? Most of us that deal with the public find there are just some people that can drive us crazy! This program will provide you with excellent coaching tactics on dealing with the challenging people issues that frequent the workplace. This program will examine the groundwork that must be laid in your branch or your department in order for you to help negative or difficult people see that what they are doing isn't working. If you are ready to put an end to allowing people who sabotage teamwork or don't pull their load to create turmoil this program is for you!

Topics covered include:

- Understanding yourself & others - motivation, how it works
- Creating a work environment everyone wants to work in
- Choice Theory – what it is, how to apply it
- Ground rules, expectations and goals
- Coaching – what works, what doesn't work
- Consequences vs. punishment
- Effective dialog techniques – what to say, how to say it
- The WDEP approach to creating enviable relationships
- How to garner support and respect for your ideas
- Follow-through that sparks change

Plus frequent question and answer sessions throughout this presentation.

WHO SHOULD ATTEND: Trainers, supervisors, assistant supervisors, anyone with responsibility for coaching others on how to succeed in dealing with others.

SEMINAR PRESENTER: Honey Shelton, founder of InterAction Training Systems (ITS), has provided training to over a quarter-million professionals. She brings the best of both worlds to her training sessions. From 2004 to 2007, Shelton served as executive vice president of Texas' second oldest independent bank where she oversaw retail operations, marketing, and training. She has the depth of knowledge that comes with 20 years' experience as one the nation's leading seminar presenters. As a graduate of the School of Bank Marketing from the University of Colorado, she realizes the value of quality education. Shelton invests time as a faculty member for banking schools around the country. She is a repeat presenter for most of the state bankers associations around the country. Shelton continues in her own personal pursuit of excellence. She has obtained certification in Reality Therapy from the William Glasser Institute and the Training and Development Certification Program at Texas A&M.

WHAT IS A WEBINAR? A Webinar offers you the convenience of attending a training session in your own facility. A Webinar combines the clarity of an audio teleconference with the interactivity and visual presentation of the Internet. You pay by the location, not by the person.

All you need to participate is a phone connection and an Internet connection. Don't have an Internet connection? You can still participate in only the audio session!

The session will allow you to ask questions, participate in live surveys and see the slides as the seminar leader presents the material.

CAN'T ATTEND AT THE SCHEDULED TIME? No problem. Just purchase the program for future use. You will receive a CD, written materials and website address. **Plus, you can use these materials as many times and in as many departments or branches as you wish!**

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Please call Scott Briggs at 860-886-6153 x3 if you have any questions.