

NAMA SUPERVISOR DEVELOPMENT PROGRAM



Build skills and confidence today and throughout your career

TIPS YOU WILL GAIN...

- *Discover & enhance your communication skills for first-rate effectiveness.*
- *Define sales & customer service skills that enhance your professional relationship with customers.*
- *Learn the framework & tools needed to design, manage & execute company projects.*
- *Determine your leadership style & how to apply within your organization.*
- *Learn how to address & resolve problems while energizing others to do their share.*
- *Develop tactical approaches that enhance overall company performance.*

NAMA

**April 23-25, 2012 @ Venetian/Sands
Convention Center Las Vegas**

CAN YOU AFFORD TO LEARN SUPERVISORY SKILLS THROUGH TRIAL AND ERROR?

In today's environment, supervisors have to do much more with fewer resources. While delegating, motivating and training employees, you must also provide top notch customer service, meet deadlines and manage projects. Can you really afford to learn management skills by stumbling through trial and error?

With nearly 300 graduates, NAMA's Supervisor Development Program can provide you the necessary tools and training needed to succeed in your new role, be accountable for performance and help your business grow. Real-world scenarios will be addressed through mini case studies, interaction and brainstorming with industry peers. Participants will develop a Personal Action Plan to implement changes to their organization.

WHAT YOU WILL LEARN...

- **CREATE A PERSONAL ACTION PLAN**

Identify the critical "take aways" from each session and the overall program then implement value-added changes to your organization.

- **GIVE IT YOUR BEST**

Discover your style of leadership and the impact of that style on your organization.

- **MAKE THE TRANSITION TO SUPERVISOR**

Effective supervisors know that transitions come with the new title, and that handling these changes is a predictable, normal part of taking on any supervisory role.

- **ADJUST TO THE INEVITABLE CHANGES**

Top supervisors regularly assess employee performance and make changes when needed. Learn when disciplinary action is needed and how to implement.

- **MAKE THE SOCIAL CONNECTION**

Not only will you learn new supervisory techniques, you will also engage with other industry peers through classroom discussion and interactive case studies while developing a new network.



TESTIMONIALS FROM 2011 GRADUATES

"After taking this course, I was uplifted and gained confidence to do things that I really wasn't comfortable doing before. The instructors were great and motivating."

Billy Hailey,
The Light Vending Company, Inc.

"This class has greatly opened my eyes. I will be applying most of what I got from this class and look forward to attending the Executive program. I will be applying this 'one step at a time.'"

Alexandra Lauber,
L&L Delivery, Inc.

"Although I was initially intimidated to attend a three day seminar on supervisor training, I'm very glad I came. All the presenters were captivating and the subject matter was very useful. Rick Leffke Rocks!"

Will Lawrence,
Royal Vending

WHO WILL BENEFIT FROM THIS PROGRAM:



NEW SUPERVISORS

Acquire the skills to back up your new title and surpass the expectations of your boss. Learn the right skills before you adopt the wrong ones.

ENTRY-LEVEL MANAGERS

It's been awhile since you received any supervisory training and you want to brush up on your skills. Take away the latest techniques in supervision that reflect today's work attitudes.

MID-LEVEL SUPERVISORS

You have the experience but not satisfied with your processes. Impress your coworkers and boss with a supervision style that may become the benchmark for success in your organization.

"NON"-SUPERVISORS

You don't have the supervisor title yet you often are called upon to supervise others. Gain the leading edge in how to supervise to prepare for a supervisory position.

TOPICS COVERED DURING THIS PROGRAM:

- Personal Leadership Development
- General Management Decision-Making
- Effective Communications & Time Management
- Training & Professional Development
- ACE Problem Solving for Managers
- Human Resources 101
- Successful Project Management
- Personal Selling Skills
- Handling Customer Relationships & Complaints

FACULTY BIOS

Ronald F. Cichy, Ph.D., NCE5, CHA Emeritus is *The School of Hospitality Business* director at Michigan State University and one of its professors. Dr. Cichy is a recognized researcher and authority on leadership qualities of hospitality leaders spanning all segments of the industry.

Joann DeNardis, PHR is the Associate Director of OneShow & Member Services for NAMA. Joann is responsible for Human Resource functions as well as managing NAMA's education programs including expo related programs. She is a NAMA Knowledge Source Partner for member inquiries on Human Resources.

Rick Leffke is the President of R.C. Leffke & Associates. With a proven track record and genuine style of teaching, Rick has been selling and delivering world class management and sales training for over 25 years.

Dan H. Mathews, NCE5, CCS is the Executive Vice President and COO for NAMA. Dan is a problem-solver and business improvement specialist recognized for the ability to develop people and dedicated to helping organizations and individuals achieve more of their goals more often.

Jim Proebstle is the President & Founder of Prodyne, Inc. Jim's 30-year career has included increasing responsibilities in large and middle-market organizations in the information systems and computer industries. He has experience in direct sales operations, management and sales training, marketing, and total quality management.



ENROLL FOR SUPERVISORY SUCCESS!



Earn points towards your NAMA Certified Executive (NCE) application by attending this program!

For more information, go to www.namance.org

REGISTRATION INFORMATION

ENROLL TODAY! Hurry, our seats fill fast.

Register online at www.NAMAOneShow.org. Choose the “Attend” tab and “Register.”

SPECIAL MEMBER PRICING:

\$1299 for the first seat, \$999 for each additional registrant from the same NAMA member company

NON-MEMBER PRICING:

Contact Joann DeNardis for pricing (312) 346-0370 x229

Registration cost includes daily continental breakfast, one group lunch, all program materials and a Certificate of Completion at the end of the program during graduation ceremony. Attendee is responsible for transportation and lodging.

PROGRAM SCHEDULE

Monday, April 23: 8:30 a.m. – 5:00 p.m.

Tuesday, April 24: 8:00 a.m. – 6:30 p.m.

Wednesday, April 25: 7:00 a.m. – 12:30 p.m.

Please arrive in time for the class opening and stay through the Wednesday afternoon graduation ceremony. The NAMA OneShow launches at 1pm on April 25 through April 27 for an additional cost.

CANCELLATIONS AND SUBSTITUTIONS

Cancellation refund request received after March 31 will be limited to emergency situations and we will refund your tuition less \$50 cancellation fee. Substitutions and transfers may be made at any time. Please note that if you do not cancel and do not attend, you are still responsible for the full tuition.

LOCATION

The program will be held at The Venetian/Sands in Las Vegas, prior to the 2012 NAMA OneShow.

ACCOMMODATIONS

Go to www.NAMAOneShow.org for a listing of hotels and to reserve your room online or by phone at (866) 889-9636 (US) or (312) 527-7300 (International). Limited rooms under \$100 per night are available. You are responsible for all travel arrangements and expenses. Hotel reservation deadline is March 8, 2012.

ATTEND THE NAMA ONSHOW AT A DISCOUNTED RATE



Register for the Supervisor Development Program and you will receive a discounted price on your OneShow badge of \$49! The NAMA OneShow opens at 2:30 p.m. on Wednesday, April 25 and closes Friday, April 27 at 2 p.m. To register for the program and to receive your discounted badge, go to www.NAMAOneShow.org and choose “Attend” and “Register.”