



# Working with Different Personalities

## About the instructor:

**Judy Hartley**, is head of Judy Hartley and Associates and has more than 20 years of hands-on experience assisting organizations with leadership and team development, as well as customer-focused process improvement initiatives.

Visit [www.mfrall.com](http://www.mfrall.com) for details on:

- ◆ **Lean Workshops**
- ◆ **On Site Training & Consulting**
- ◆ **Certification Programs**
- ◆ **6 Sigma Green Belt Training**
- ◆ **Monthly Educational Programs**
- ◆ **Medical Device Seminars**
- ◆ **Supervisory Training**
- ◆ **Professional Development**

**How do communication style differences affect your performance and your team's?**

Differences in styles and personalities can cause tension among co-workers and breakdowns in team performance. Join us and learn to recognize, appreciate and adapt to style differences, and capitalize on the strengths of the various styles to maximize team performance.

**After completing this session, participants should be able to:**

- ❖ Recognize two basic dimensions of human behavior where people differ
- ❖ Learn four basic communication styles
- ❖ Recognize the strengths and potential blind spots of each style
- ❖ Understand how others perceive you in terms of communication style
- ❖ Modify your behavior to work more effectively with each of the styles
- ❖ Recognize styles in others based on verbal and non-verbal behaviors
- ❖ Apply an understanding of style differences to improve relations with others

**Thursday, October 7, 2010 1:00 p.m. - 5:00 p.m.**

**Fee:** MA members only \$199 per person Non-MA members \$299 per person  
(Fee includes materials and afternoon snack)  
Receive a 10% discount if you register 10 days prior to the event

**Location:** **Maple Grove Community Center**  
12951 Weaver Lake Rd.  
Maple Grove, MN 55311  
(For directions and map go to [www.mfrall.com](http://www.mfrall.com))

**Reservations:** For instant confirmation reserve on-line at [www.mfrall.com](http://www.mfrall.com), click on **Training & Education** then **Workshops** by October 5, 2010.  
**Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 5:00 p.m., October 5, 2010, or for no-shows at workshop. (*Substitutions are accepted.*)