



# Working with Different Personalities

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

***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.

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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, May 31, 2012 1:00 p.m. - 5:00 p.m.

**Fee:** MA members only \$219 per person Non-MA members \$319 per person  
**Receive a 10% discount if you register 10 days prior to the event**

**Location:** **Manufacturers Alliance Training Center**  
8421 Wayzata Blvd, Suite 190  
Golden Valley, MN 55426  
(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 May 29, 2012.  
**Your satisfaction is guaranteed.**

**Cancellation Policy:** **No refunds** for cancellations after 5:00 p.m., May 29, 2012, or for no-shows at workshop. *(Substitutions are accepted.)*

***Pre-registration required!***