



# Leadership Style and Versatility

Understanding Communication Style Differences

Offered as part of the Supervision Fundamentals Certification



## About the instructor:

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

Leadership means getting work done by influencing other people. Research shows that the most effective leader-managers have developed a specific set of influence skills: in *Style Awareness and Versatility*. During this program they learn about the strengths and *potential blind spots* of their own style and that of others. They also learn to identify other people's styles and how to adjust their style to relate more comfortably with others. A focus is placed on applying understanding of style differences and versatility to issues of supervision and leadership.

## After completing this Workshop participants should be able to:

- Identify two basic behaviors which create differences in social style/communication style
- Learn about four basic communication styles and their behavioral cues
- Recognize the strengths and potential blind spots of each style
- Adapt behavior to reduce tension and work effectively with others
- Apply understanding of style and versatility skills to supervision and leadership
- Use these new skills to work best with co-workers, managers, customers and suppliers

**Thursday, January 31, 2019 8:00 a.m. - 4:00 p.m.**

**Fee:** MA members \$329 per person Non-MA members \$449 per person  
*Receive a 10% discount if you register 14 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))

**Register:** Registration is required. Reserve on-line at [www.mfrall.com](http://www.mfrall.com),  
by 3:00 pm by January 29, 2019 *Your satisfaction is guaranteed.*

**Cancellation Policy:** *No refunds* for cancellations after 3:00 p.m., January 29, 2019,  
or for no-shows at workshop. *(Substitutions are accepted.)*