



Leadership Style and Versatility

Understanding Communication Style Differences

Offered as part of the Supervision Fundamentals Certification



Your 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, July 25, 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)

Register: Registration is required. Reserve on-line at www.mfrall.com,
by 3:00 pm by July 23, 2019 *Your satisfaction is guaranteed.*

Cancellation Policy: *No refunds* for cancellations after 3:00 p.m., July 23, 2019,
or for no-shows at workshop. *(Substitutions are accepted.)*