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WHO SHOULD ATTEND

⇒ Executives
⇒ Team Leaders
⇒ Supervisors
⇒ Project Managers
⇒ Managers

Full teams will also benefit by attending these seminars!
Biographies

**Paul Loftus** is an Industrial/Organizational Psychologist and a Freelance Journalist. He has conducted management development seminars throughout North America, Europe, the Middle East and Asia.

His seminars cover various areas of management skills including media interviews, cross cultural competence, managing diversity and the various seminars he will be conducting for the North Country Chamber.

He has appeared on a number of television and radio shows in Canada, Bermuda and Europe. He co-hosted a community television program in Montreal for many years. Mr. Loftus has had numerous articles published in journals in North America, Europe and Asia. He co-wrote the book “Time Well Spent: Getting things done through effective time management” which was published by Kogan Page.

Mr. Loftus graduated from University College Dublin, Ireland, with a B.Comm. and from Concordia University in Montreal with a B.A. in Psychology. He holds an M.Sc. in Industrial/Organizational Psychology from Lamar University, Texas.


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**Tedra L. Cobb** is the president and owner of Tedra L. Cobb and Associates, a dynamic consulting firm focusing on employee and management training in effective hiring practices, strengths-based coaching, performance management and supervisory leadership, sexual harassment and violence prevention, customer service and professionalism, problem solving and decision making and communication.

Ms. Cobb’s specific areas of expertise are program and organizational development and the presentation of highly effective, interactive educational workshops. Her clients are diverse and include manufacturers, universities, government, casinos, small businesses, and not-for-profit health and human services organizations.

Ms. Cobb holds a M.S. Ed. in Instructional Technology, specializing in Training and Development, from the State University of New York at Potsdam. Her professional experience is diverse, ranging from bi-lingual counseling (Spanish) in the NY State prison system to directing a community-based health coalition, teaching English as a Second Language and developing and implementing International Education projects.
What - Stress Is Actually Good For Us?

Purpose:

“To achieve great things, two things are needed: a plan and not quite enough time.”

Leonard Bernstein

Many of us stress about stress! But, stress isn’t always bad. There is plenty of evidence that stress – under the right conditions - pushes us to perform better, think more creatively, and achieve our goals.

Through this highly interactive workshop, participants will:

- Recognize what stress is, when it is healthy and unhealthy, and commit to take new and positive approaches in order to create opportunities out of challenges
- Review the research on stress and its significance – both personally and professionally
- Identify and discuss the impact of life changing events on our stress levels by using the Holmes-Rahe Social Readjustment Rating Scale
- Assess our communication Style Under Stress and discover the importance of emotional intelligence - as these open opportunities for more effective communication during high stress events
- Explore different tools and strategies to identify and manage daily stressors

Skills You Will Learn:

- Pro-active stress management
- Communicating through difficult situations
- Creative thinking during high stress periods
- Self-care techniques

February 25, 2015

**9am-1pm**
Dealing With Difficult People—Every Organization Has Them

INTRODUCTION:

We all heard the expression “It takes all kinds to make a world.” Unfortunately, some of these “kinds” can be very difficult to deal with in the workplace. The consequences of not being able to deal with these people are anxiety, stress and depression. This intensive hands-on 1-day seminar will teach you many skills to help you deal with unpleasant co-workers.

Identifying and Managing Performance Problems
- Managerial and organizational shortcomings
- Personal shortcomings of the employee
- Outside influences
- Identifying deficiencies
- How people change
- How to establish a performance improvement plan

Defensive Communication
- Defensive vs Supportive Communication
- Tasks
- DVD
- Dealing with Defensive Communication
- Skill Practices
- Positive Reinforcement
- Positive vs Negative Reinforcement
- Examples of both
- How to use Positive Reinforcement

The Difficult Co-Worker
- DVD
- Self Assessment
- Practice interviews

Discipline
- Disciplining procedures Why they are necessary
- Discipline policy
- DVD
- Five-step remedial discipline procedure
- Checklist for effective discipline policy
- Guidelines for disciplinary procedures

The Passive-Aggressive (Indirect Aggressive) Person
- What it is: How to recognize the traits
- Examples
- Dealing with him/her

March 24, 2015
8am-4pm
Managing Differences

Speaker: Paul Loftus, Paul Loftus & Associates Inc.

Introduction

The American workforce has changed considerably over the last several years. We now have up to four generations working side by side. More women are moving into senior executive positions and minorities and immigrants are forming a larger part of our workforce. If your job is to manage a diverse workforce you’ll benefit by the increased awareness you’ll obtain by attending this comprehensive 1-day seminar.

Objectives

- Develop skills for communicating more effectively with people from diverse generational, gender, cultural and racial backgrounds
- Minimize potential misunderstandings in the workplace.

Course Outline

Module 1 - General

- Introductory exercise
- Discussion of pre-seminar assignment
- Promotion of workplace diversity
- Differences and civil rights: Federal and State legislation

Module 2 - Culture

- What is culture?
- The cultural iceberg
- DVD
- High and low context cultures
- The significance of Time, Uncertainty and Power Distance
- How to manage a culturally diverse workforce
- Skills for multicultural managers: Individual and team task
- Speaking English to non-native speakers
- Body language in different cultures

Module 3 - Gender

- Gender quiz
- Communicating with the opposite sex
- Women in Management
- Stereotypes
- Discrimination
  - Harassment - Sexual
  - Racial
  - Psychological
  - General

Module 4 - Generations

- The multigenerational workforce
- Traditionalists
- Baby boomers
- Generation X
- Millennials
  - DVD
  - Case study

April 23, 2015
8am-4pm

Introduction

The American workforce has changed considerably over the last several years. We now have up to four generations working side by side. More women are moving into senior executive positions and minorities and immigrants are forming a larger part of our workforce. If your job is to manage a diverse workforce you’ll benefit by the increased awareness you’ll obtain by attending this comprehensive 1-day seminar.

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Module 4 - Generations

- The multigenerational workforce
- Traditionalists
- Baby boomers
- Generation X
- Millennials
  - DVD
  - Case study

April 23, 2015
8am-4pm
Not Just Silly Games
An Interactive Training of Trainers Program

Speaker: Tedra Cobb, Tedra Cobb & Associates

Purpose:

Not Just Silly Games – is a highly interactive workshop using different learning techniques, activities and games to get participants to think creatively in order to implement effective and engaging training programs.

Learning Objectives:

Participants will:

- Identify fun and interactive ways to include the learners in their training programs
- Examine the purpose and strategies of using both facilitation and training as learning tools
- Identify four communication styles and recognize opportunities for inclusive communication to create a safe learning environment where everyone is involved in the learning process
- Demonstrate ways to enliven the learning environment while meeting learning goals
- Identify the steps of developing an effective training program: analysis, development, design, implementation and evaluation
- Recognize various learning styles and construct learning activities to engage the adult learner

Skills You Will Learn:

- Assessing the target audience
- Developing learning objectives
- Facilitation techniques
- Creating and implementing effective learning activities

Teaching mechanism:

Participants should bring their company training manuals and/or policies and procedures to this training. We will use them to create lessons and activities for your workplace.

May 15, 2015
8am-4pm
Positive Counseling and Coaching for Managing Problematic Behavior

Speaker: Tedra Cobb, Tedra Cobb & Associates

Purpose:

Supervisors sometimes say, “I could get my work done, if I just didn’t have to deal with my staff all the time.”

The mission of a supervisor is to give every person, every opportunity to succeed. This training will help you understand how coaching and counseling will help you focus on that mission.

Learning Objectives:

- Identify common personal and organizational factors that contribute to undesirable employee behavior
- Recognize how supervisory style helps or hinders changes in employee behavior
- Utilize a positive intervention technique for confronting unacceptable employee behavior
- Examine an process for documenting employee performance issues
- Identify specific strategies for handling employee reactions that may be encountered during a counseling session
- State basic fundamentals of when and how to initiate the progressive discipline process

Skills You Will Learn:

- Utilizing positive intervention techniques
- Coaching and counseling
- Confronting unacceptable employee behavior
- Positive discipline
- Documenting coaching and counseling sessions
- How to build on your employee’s strengths
- Thinking critically
- Problem solving
- Setting development goals and monitoring results

June 12, 2015
8am-12pm
Customer Service

What Customers Look for
- Business Expertise and Image
- Dedication to the Customer
- Account Sensitivity and Guidance

Telephone Etiquette
- Caller Satisfaction Profile
- What We Expect from a Person Answering the Telephone
- Powerful Telephone Behaviors
- Better Listening on the Telephone
- Skill Practice

Handling Difficult Customers
- Active Listening
- Empathizing
- Finding a Solution
- What Not to Say
- DVD

Non-Verbal Communication
- The Components of Communication
- The Importance of Voice
- Body Language

Various
- Self-Assessment: Customer Service Skills
- Customer Service Efficiency Formula
- Customer Satisfaction Quiz
- Learn to Tell Bad News Positively

WHO SHOULD ATTEND
People involved in any customer service function, whether front line or administrator

METHODOLOGY:

In keeping with the seminar leader's philosophy that adults learn best by doing, this seminar will be action-oriented, participative and practical. A variety of methods will be used to ensure that the day you spend at this seminar will give you practical ideas that you can apply immediately when you go back to work. There will be brief lectures, class discussions, individual exercises, and practical sessions through role plays. DVDs will complement the course material. A binder of worknotes will be provided to minimize note-taking and to act as a valuable continuing reference for on-the-job use.

This seminar has been designed with you, the participant in mind. You will therefore find it enjoyable, enlightening, stimulating, practical and valuable to your career.

September 3, 2015
8am-4pm
Conflict Resolution

INTRODUCTION:

Conflict is pervasive in our society today. In the workplace it exists between and within individuals, groups, sections, units, departments, divisions, etc. Managers now spend up to 30% of their time resolving conflicts. If not dealt with properly, conflict can have an extremely disruptive effect on the productivity, the morale and the efficiency of our organizations.

Your success at work and in life depends to a large part on how well you deal with conflicts you have with others. People who can deal successfully with conflicts have a real advantage in the workplace.

OBJECTIVES:
The specific objectives of this seminar are:

• To examine the reasons for conflict
• To know the signs of conflict
• To understand the sources of conflict
• To determine the costs of conflict to your own organization
• To present the five approaches to dealing with conflict
• To understand the usefulness of each of the five approaches
• To examine your own approach to dealing with conflict
• To assist you to uncover underlying concerns to a conflict situation
• To provide a framework for constructive resolution

METHODOLOGY:

In keeping with the seminar leader’s philosophy that adults learn best by doing, this seminar will be action-oriented, participative and practical. A variety of methods will be used to ensure that the day you spend at this seminar will give you practical ideas that you can apply immediately when you go back to work. There will be brief lectures, class discussions, individual exercises, and practical sessions through role plays. A DVD will compliment an interesting self-assessment questionnaire. A binder of work-notes will be provided to minimize note-taking and to act as a valuable continuing reference for on-the-job use.

This seminar has been designed with you, the participant in mind. You will therefore find it enjoyable, enlightening, stimulating, practical and valuable to your career.

OUTLINE:

The Nature of Conflict
• Definition
• Background
• Reasons for conflict
• Knowing when it is present
• Sources of conflict
• Financial and non-financial costs of conflict
• The conflict cycle

Intervening Factors in Conflict
• Perception
• Defensiveness
• Negotiation
• Culture
• Personality

The Approaches to Dealing with Conflict
• Avoiding
• Accommodating
• Competing
• Compromising
• Collaborating

Uses of the Different Approaches
• Discovering your own approach to dealing with conflict
• Appropriateness of each approach to different business situations
• Understanding the background to different conflict situations
• The role of negotiating in conflict resolution

The Conflict Resolution Process

October 8, 2015
8am-4pm
Reducing Absenteeism

Speaker: Paul Loftus, Paul Loftus & Associates Inc.

Introduction
- Absenteeism defined
- Causes of absenteeism
- Consequences of absenteeism

Documentation
- Measuring absenteeism
- Methods for recording absenteeism
- The importance of documentation

General
- Types of absenteeism
- The costs of absenteeism
- The relationship between tardiness, absenteeism and turnover
- DVD
- Absenteeism Action Maze

Policy
- Absenteeism Policy
- Procedures

Job Solutions
- Satisfiers, dissatisfiers and motivators
- Quality of work life
- Job design and redesign
- Job enrichment
- Job enlargement
- Job rotation

Positive Reinforcement
- What it entails
- Its effect on absenteeism
- Schedules - Continuous
  - Partial
- Methods that work
- Incentive Plans

Absenteeism and punishment
- The rewards of being absent
- Dealing with absenteeism through discipline
- Formulating a discipline policy

The Return to Work Interview
- Preparation
- Conducting the interview
- Effective follow-up
- Case study
- Skill practice

October 22, 2015
8am-4pm
To register complete the form on the back page or contact Becky at the Chamber. Call (518) 563-1000.

The Integrity Intensive for Today's Leaders

Speaker: Tedra Cobb, Tedra Cobb & Associates

Purpose:

Each day leaders are faced with difficult decisions that call upon them to act with integrity. In this highly interactive training participants will explore the complexities of those decisions and will learn to use a powerful decision-making process that separates decision making into three camps of compliance, ethics and integrity. Participants will walk away with the tools integral to the practice of Integrity, which is central to the nature of leadership.

Learning Objectives

Participants will:

- Develop working definitions of integrity and identify duties and obligations
- Explore the complexities of personal and professional decisions and the factors which make practicing integrity so difficult
- Examine tools to gain “insight” which are key to practicing integrity
- Create a guiding mission and purpose by identifying core values

Skills You Will Learn:

- Recognizing situations calling for the practice of integrity
- Identifying and accommodating competing duties
- Eliminating judgment and communicating to ensure successful outcomes
- Creating a personal plan for maintaining insight in practicing integrity

Co-Speaker
Stuart Brody, Esquire, Founder of Integrity Intensive

Stu Brody has served for more than thirty years as a labor lawyer, advisor to prominent political figures, and strategist to private industry.

Stu's professional work centers on developing principles by which ethical judgment can be taught and practiced and is currently Adjunct Professor of Ethics in the Business School of SUNY New Paltz. He lectures widely to municipal organizations and civic groups nationally and consults with private businesses on ethics and integrity issues.

In his legal career, he has appeared before the Supreme Court and written numerous articles on labor relations, dispute settlement and employee relations.

He is Founder of Integrity Intensive, a consulting firm concentrating on ethics and integrity training and has commented on ethical issues for Fox Business TV.

November 20, 2015
8am-4pm
Employee Retention

ABOUT THIS SEMINAR

High rates of turnover, absentee-ism and tardiness coupled with low productivity, initiative and morale, cost companies dearly each year – and can frequently be traced to poor employee retention. Tardiness and absentee-ism are referred to as pro-test behavior while turnover is known as withdrawal behavior.

Effective retention involves a number of skills – skills that should be learned, understood and practiced in a risk-free workshop environment where “mistakes” are “cost-free”. On - the - job - trial - and - error learning can be, and often is, in-efficient, ineffective, slow and some-times legally risky – it can also be a poor exercise in public relations.

Unlike the many books, articles and seminars that leave you “hanging in the air”, this seminar will not only suggest what you must do to ensure better retention, but will also show you how to do it!

So take a look at your own current retention practices and ask yourself if the potential improvement in retention is worth the time and cost of this seminar. If “Yes, it is” is your answer, then register now.

METHODS OF INSTRUCTION

In keeping with the leader’s philosophy that adults learn best by doing, the seminar will be extremely par-ticipative.

There will be brief lectures supported by PowerPoint slides, class discussions, case studies and role plays. These techniques will help the participants test and hone their retention skills. Training DVDs will rein-force these skills.

Printed handouts will be provided to supplement lecture material and act as an ongoing reference source. Group discussions will enable participants to learn from each other and provide a cross-fertilization of ideas.

WHAT YOU WILL LEARN

Among the many things you will learn at this seminar are...

- Numerous techniques used by many organiza-tion to retain their best people
- How to use exit interviews to help retention
- How to conduct retention intervi-ews
- Principles of positive reinforcement
- Job enrichment techniques

PROGRAM OUTLINE:

Module 1
- Introduction
- Objectives
- Calculation of Retention Rate
- Why Employees Stay: Individual and Team Task
- DVD

Module 2
- Retention – Team Tasks
- Job Enrichment
- The Role of Mentoring in Retention
- The Power of Positive Reinforcement

Module 3
- Identifying Employee’ Values
- DVD
- Setting up a Retention Task Force
- Forms of Recognition

Module 4
- The Exit Interview
- Participants’ Forum
- Seminar Leader’s Wrap-up
- Evaluations

December 10, 2015
8am-4pm
**Leadership Training Series @ the North Country Chamber of Commerce**

**PO Box 310, 7061 State Route 9, Plattsburgh, NY 12901**

**Phone:** (518) 563-1000  |  **Fax:** (518) 563-1028  |  **E-mail:** beckym@northcountrychamber.com  |  **Web:** www.northcountrychamber.com

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**Registration:** 7:30am– 8:00am (Seminar starts at 8am sharp)

**Half Day** 4-hour Seminar (8am-12pm): North Country Chamber Members And Associate Members $100 and Non-members for $175

**Full Day** 8-hour Seminar (8am-4pm): North Country Chamber Members And Associate Members $200 and Non-members $300

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**Company Name:** __________________________________________________________

**RETURN FAX:** (518) 563-1028

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- Cancellation must be received 3 days before day of seminar and may be subject to refund charges & no shows will be charged!
- Registration fee includes cost of meals/refreshments.

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**Company Name:** ________________________________

- **Please Bill My Company:** $________ (members only)

**Check Enclosed:** $_______________

**Payable to:** North Country Chamber

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**Name on Card:** ________________________________

**Charge to my credit card:** $_______________

**Credit Card #:** ________________________________

**Exp. Date:** ___________  |  **CVV#** ___________

**Zipcode:** ________________________________