



Dear Annual Pass Member:

Following are the scheduled programs for **January 2012**. To help us prepare, please pre-register attendees at least 72 hours in advance. Same-day substitutes are allowed. All students will be confirmed on arrival. *See you in class soon!*

Register here: registration.businesscatalyst.com

LOCATION:
**MCALLEN CHAMBER
OF COMMERCE**
1200 Ash Avenue,
McAllen, TX 78501



Front Line Customer Service

MONDAY, JANUARY 23, 2012 - 8 AM - 12 PM

LEARNING OUTCOMES:

- Understand your role in the organization's customer service efforts
- Analyze existing customer needs
- Understand these needs and how they affect customer behavior
- Handle the most demanding customers
- Effectively handle complaints and customer satisfaction issues

Who should attend: Employees at any level of the organization who want to improve their problem-solving skills.



Managerial Time & Stress Management

MONDAY, JANUARY 23, 2012 - 1 PM - 5 PM

LEARNING OUTCOMES:

- Identify the major causes of stress for managers
- Describe critical practices for managing management stress
- Explain the relationship between time management and stress
- Describe several different approaches to managing time
- Develop a personal time management system which reflects personal values, priorities, roles and preferences

Who should attend: Managers and supervisors who want greater control of their time and stress.

Advanced Leadership Skills

WEDNESDAY, JANUARY 25, 2012 - 8 AM - 12 PM

LEARNING OUTCOMES:

- Create and articulate an inspiring and compelling vision
- Understand the different roles and skills sets of advanced leadership
- Recognize and adopt different leadership styles
- Apply five proven strategies for creating a high performance culture

Who should attend: Executive- and management- level employees responsible for driving organizational change.



Effective Performance Evaluations

WEDNESDAY, JANUARY 25, 2012 - 1 PM - 5 PM

LEARNING OUTCOMES:

- Recognize the appraisal system's value for company, supervisor, and employee
- Work with employees to set individual performance goals
- Document positive and negative examples of performance to keep appraisals objective
- Plan for and conduct effective performance appraisal meetings

Who should attend: Management, supervisory and human resource professionals responsible for planning and appraising employee performance.



Succession Planning Basics

FRIDAY, JANUARY 27, 2012 - 8 AM - 12 PM

LEARNING OUTCOMES:

- Understand the core concepts and purpose of succession planning
- Identify the characteristics of an effective plan
- Describe the basic steps of the succession planning process
- Explain how succession planning integrates with an organization's HR strategy

Who should attend: Managers interested in or responsible for developing and implementing succession planning in their organizations.



Managing Organizational Change

FRIDAY, JANUARY 27, 2012 - 1 PM - 5 PM

LEARNING OUTCOMES:

- Discuss change at the individual, unit, and organization-wide level
- Describe how different people react to change
- Learn techniques for overcoming resistance to change.
- Discuss the organization's, manager's and employee's role in change
- Use more effective communication practices in the process of change.

Who should attend: Management, supervisory and human resource professionals responsible for planning and appraising employee performance.