

The Hispanic Committee of Gainesville / Hall County Presents
**FRONTLINE LEADERSHIP TRAINING:
The Core Interpersonal Skills**

This training is ideal for supervisors and managers. It offers a strong foundation of the critical interpersonal skills needed to succeed in supervising (and working with) a team of other people.



Part I:

Your Role and the Basic Principles
The Five Key Commitments
Giving Constructive Feedback

Part II:

Getting Good Information From Others
Getting Your Ideas Across
Handling Emotional Behavior
Recognizing Positive Results

PROGRAM DETAILS

Cost: \$30 for Hispanic Committee members, \$100 for non-members. 20 person limit.
Duration: 24 hours to be scheduled over 3 days February 2002 in Gainesville. Actual dates will be based on the availability and schedules of interested participants and the program instructor.

More Info: Greg Bautista, 770-297-7755

“ This training is GREAT for ANY team leaders – especially group leaders, facilitators, committee chairs, supervisors, HR people, managers, team organizers, technical professionals,! ”

-- Marianne Campbell,
oversees 13 employees

As a result of the training, participants will be able to:

1. Incorporate the Basic Principles and Five Key Commitments into their leadership behavior to maintain positive work relationships and teamwork.
2. Communicate objective, honest feedback in a coherent and constructive fashion that will be relevant and useful to your peers and staff.
3. Learn to gather in-depth information efficiently from others in order to make better decisions.
4. Communicate ideas clearly and accurately and be able to effectively explain tough decisions or complicated, possibly unpopular ideas.
5. Focus on ways to defuse non-constructive, emotional behavior in work situations and focus energies toward positive, productive solutions to issues.

YES! I am interested in signing-up for this excellent training. Please put me on the waiting list of “Interested Potential Participants.”

Name: _____

Company: _____

Phone: _____

Please FAX this form to Olga Chavez at 770-297-9050 before November 24, 2001.