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Could You Be a Better Boss? 28 • The Six Keys to Effective Listening 42 • And more!

TRAINING FOR YOU …

TRAINING FOR TEAMS …

TRAINING FOR EVERYONE!

ALL NEW DATES

NOVEMBER 2016 – FEBRUARY 2017

PROFESSIONAL TRAINING CATALOG

SkillPath®
National Seminars Training
Dear Friend,

Are you one of those people who dreams about advancing your career or earning a new promotion, but something always seems to come up that prevents you from following through?

All too often in life we make excuses and justifications to ourselves for why we can’t do the things that we know will help us in the long run. It could be procrastination. It could be fear of starting something new. It could be we simply don’t know the direction we want to go. If you’re looking for reasons not to begin, there’s a great chance you’ll find them. Some people will say, “there’s never a perfect time to get started,” but they’re wrong.

The perfect time is NOW.

The first step is always the most important in any journey. So congratulations for picking up this SkillPath catalog! Right now, in your hands, you hold the key to transforming not only your career but your life as well. The seminar workshops detailed in these pages have all been specially designed to give you the hard-hitting skills, real-world insight and valuable know-how to succeed in whatever career you have today or want to have tomorrow. We’ve helped literally millions of people realize their career goals and aspirations, and you’re next. But only if you’re ready to begin ...

So let’s put away those excuses and fears. The time is now.

Thank you for letting us be a partner in your success. Train smart, and always be learning!

Sincerely,

Denise Dudley, Ph.D.  Founder,  SkillPath Seminars

THE TIME IS NOW

“I am not a product of my circumstances—
I am a product of my decisions.”
—Stephen R. Covey

KEY ADVANTAGES of attending a SkillPath or NST seminar for learning solutions you can count on

1. Take a guided tour of the most important and accurate teaching points on your specific subject matter
2. Get away from the distractions and chaos of the office, and you’ll return relaxed and recharged
3. Meet and exchange ideas with other attendees
4. Prepare for an innovative learning experience like no other
5. Ask questions, share ideas and get immediate feedback from a topic expert

LIVE, face-to-face training is still your best way to learn!
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**YOUR SATISFACTION GUARANTEED!**

Your complete satisfaction is important to us. If you’re dissatisfied for any reason, let us know right away—we’ll issue you a refund or arrange for you to attend another SkillPath or NST program. It’s that simple.

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Graceland University was established in 1895 as a non-sectarian liberal arts institution of higher learning. It operates campuses in Lamoni, Iowa, and Independence, Missouri, and offers degree completion programs at three other satellite locations in the Midwest.

Students from nearly every state and 40 nations choose from more than 50 academic majors and programs at Graceland—and its graduate online education program consistently ranks as one of the nation’s best. For more information about Graceland, go to www.graceland.edu.

**IT’S EASY TO Enroll IN ANY OF OUR COURSES:**

• CALL TOLL-FREE!
  1-800-873-7545

• ENROLL ONLINE
  — For SkillPath training opportunities, visit: www.skillpath.com
  — For NST seminars and workshops, go to: www.natsem.com

• Email to enroll@skillpath.com
• By fax or mail: See pages 25 and 51 for more details
LEADERSHIP SKILLS

Our leadership seminars teach you the foundational skills and techniques of supervising people and give you innovative ways to apply them in today’s not-so-predictable work world. Being a leader isn’t always easy. Let us help you prepare for the rocky road every supervisor travels, while making the journey less painful and infinitely more successful.

How to Excel at Managing and Supervising People

TWO-DAY WORKSHOP

$299 per person • $269 each for 4 or more

If you want to improve the key skills needed to boost performance, productivity and your bottom line, you’ve come to the right place. In just two days, you’ll gain skills that will give you a tremendous edge in your job now and throughout your professional future. If you’re new to supervising people, this upbeat workshop will break you in fast. If you’re experienced, it will help you polish your skills to get even better.

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
Excelling as a Manager or Supervisor

ONE-DAY WORKSHOP

$99 per person • $89 each for 4 or more

Being a good manager or supervisor depends on your ability to get things done through others. This intensive day of training offers solutions to help you fully achieve your potential as a true leader who commands the respect, commitment and credibility that moves people to action. Attend this one-day workshop and begin building a foundation for a career full of managerial achievements!

Bring this training to your office! See page 26 for on-site details.

To enroll, call toll-free 1-800-873-7545 or see page 25.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
Excelling as a Highly Effective Team Leader

TWO-DAY WORKSHOP
$299 per person • $269 each for 4 or more

With this training, you’ll develop the skills and learn the practical techniques for achieving your true potential as a team leader who earns your team’s trust, respect and enthusiastic effort. Attend this powerful two-day workshop and get the solutions that other successful managers, supervisors and team leaders across the country are using to lead workers to peak levels of performance.

Bring this training to your office! See page 26 for on-site details.

ARIZONA
Phoenix – November 7 – 8
Tempe – December 6 – 7

CALIFORNIA
Anaheim – November 2 – 3
Concord – January 19 – 20
Fresno – November 21 – 22
Irvine – December 8 – 9
Oakland – December 19 – 20
Sacramento – February 6 – 7

GEORGIA
Atlanta – January 19 – 20
Atlanta – February 13 – 14
Augusta – February 15 – 16

IDAHO
Idaho Falls – January 17 – 18

ILLINOIS
Oak Brook – February 7 – 8

IOWA
Burlington – Nov. 29 – 30
Des Moines – December 8 – 9
Davenport – December 6 – 7
Sioux City – December 8 – 9

MAINE
Portland – Nov. 30 – Dec. 1

MASSACHUSETTS
Burlington – January 26 – 27

MICHIGAN
Grand Rapids – Feb. 21 – 22

MINNESOTA
Bloomington – February 9 – 10
St. Louis – November 2 – 3

NEW HAMPSHIRE
Manchester – Nov. 28 – 29

NEW JERSEY
Princeton – Nov. 15 – 16

NEW YORK
Albany – November 17 – 18

NORTH CAROLINA
Greensboro – January 24 – 25

OHIO
Columbus – February 23 – 24

PENNSYLVANIA
Harrisburg – November 2 – 3
Pittsburgh – November 3 – 4

SOUTH CAROLINA
Columbia – January 17 – 18

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

Fundamentals of Finance and Accounting for Non-financial Managers

TWO-DAY WORKSHOP
$299 per person • $269 each for 4 or more

No financial background? No problem! In this plain-English, real-world-oriented training, you’ll gain the finance and accounting savvy you need to plan budgets, justify requests, spot problems before they get out of hand and much more. In just two days, you’ll learn the practical financial concepts and skills that will help you make better management decisions.

Bring this training to your office! See page 26 for on-site details.

ARIZONA
Phoenix – December 15 – 16

CALIFORNIA
Anaheim – December 7 – 8
Pasadena – December 5 – 6

COLORADO
Denver – November 3 – 4

ILLINOIS
Oak Brook – November 15 – 16

INDIANA
Merrillville – November 17 – 18

NEW MEXICO
Albuquerque – Nov. 30 – Dec. 1

NEW YORK
Albany – November 17 – 18

NORTH CAROLINA
Greensboro – January 24 – 25

OHIO
Columbus – February 23 – 24

TEXAS
Dallas – November 1 – 2
Dallas – November 28 – 29

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
The Managers and Supervisors Conference

**ONE-DAY CONFERENCE**

$149 per person • $139 each for 4 or more

We designed this conference for those who put their heart and soul into their job and want to perform at their very best. We’ve developed two focused tracks that allow you to choose the skills that are critical to becoming a successful manager in your unique situation. Gain dozens of fresh techniques and time-tested approaches for sharpening your skills, reframing your attitude and performing at the top of your game. Don’t miss it!

**Bring this training to your office! See page 26 for on-site details.**

**Attend this seminar FREE with STAR12! See page 25 for details.**

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

**Arkansas**
- Little Rock – February 23

**Colorado**
- Colorado Springs – Feb. 27
- Golden – February 28

**Florida**
- Ft. Lauderdale – December 7
- Miami – November 2
- Tallahassee – December 6

**Indiana**
- Lafayette – December 9

**Massachusetts**
- Hyannis – February 13

**Michigan**
- Marquette – February 27

**New York**
- Binghamton – December 6
- Elmira – December 7

**North Dakota**
- Fargo – February 28

**Oregon**
- Salem – January 11

**Pennsylvania**
- Harrisburg – February 28

**South Carolina**
- Greenville – December 5

**South Dakota**
- Sioux Falls – January 20

**Tennessee**
- Memphis – February 24
- Nashville – November 17

**Texas**
- Austin – February 14
- El Paso – February 16
- San Antonio – February 15

**Wisconsin**
- Milwaukee – November 7

Coaching and Teambuilding Skills for Managers and Supervisors

**ONE-DAY WORKSHOP**

$199 per person • $189 each for 4 or more

If you supervise others, if you’re responsible for getting results from the efforts of a group of people, then you’re in charge of a team—and the team’s success depends on your ability to inspire … support … train … give feedback … reward. And this course will supply tools to enhance your skills in all those vital areas—motivation, coaching, communication, recognition—and more. Take the first step toward greater leadership effectiveness by enrolling in this one-day program now.

**Bring this training to your office! See page 26 for on-site details.**

**Attend this seminar FREE with STAR12! See page 25 for details.**

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

**Arkansas**
- Little Rock – February 23

**Colorado**
- Colorado Springs – Feb. 27
- Golden – February 28

**Florida**
- Ft. Lauderdale – December 7
- Miami – November 2
- Tallahassee – December 6

**Indiana**
- South Bend – November 10

**Minnesota**
- Bloomington – November 2
- Minneapolis – November 30
- Duluth – November 29
- St. Cloud – November 1

**Missouri**
- St. Louis – December 1

**Nebraska**
- Grand Island – January 17
- Lincoln – January 18
- Omaha – January 19

**New York**
- Buffalo – December 14
- Rochester – December 15
- Syracuse – December 16

**North Carolina**
- Charlotte – November 1

**Oklahoma**
- Oklahoma City – February 22

**Oregon**
- Salem – January 11

**Pennsylvania**
- Harrisburg – February 28

To enroll, call toll-free 1-800-873-7545 or see page 25.
A new kind of leader is taking center stage. And this unique workshop full of fresh, new ideas will broaden your thinking and build your ability to draw creativity from employees. It will teach you how to get workers to consider the possibilities, to invent new ways, to share information, to problem solve and to fearlessly innovate. Make your team and your organization more adaptable, more resilient and ready for tomorrow. Enroll today!

Bring this training to your office! See page 26 for on-site details.

To enroll, call toll-free 1-800-873-7545 or see page 25.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
To enroll, call toll-free 1-800-873-7545 or see page 25.

The Conference on Leadership Development and Teambuilding

**ONE-DAY CONFERENCE**
$149 per person • $139 each for 4 or more

Top business leaders become successful by making the most of their innate talents, learning new skills and developing their leadership abilities. And so can you. Full of real-life examples, practical methods and proven techniques, this groundbreaking “you-pick-the-agenda” conference will teach you how to create and inspire powerful teams that become much more than the sum of the individuals involved.

**Bring this training to your office! See page 26 for on-site details.**

Attend this seminar FREE with STAR12! See page 25 for details.

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

**ALABAMA**
Anniston – November 15

**CALIFORNIA**
Anaheim – December 12
Burbank – December 15
Ontario – December 13
Sacramento – December 16
San Bernardino – December 14

**COLORADO**
Denver – November 10

**FLORIDA**
Ft. Myers – January 31
Gainesville – February 2
Lakeland – February 1
Miami – January 30
Panama City – February 3
Tampa – November 22
West Palm Beach – Nov. 21

**GEORGIA**
Atlanta – November 16
Augusta – November 18
Macon – November 17

**INDIANA**
Columbus – November 1
Evansville – November 2

**KENTUCKY**
Bowling Green – November 3
Paducah – November 4

**LOUISIANA**
New Orleans – January 18

**MASSACHUSETTS**
Danvers – December 2
Hyannis – December 1
Taunton – November 30

**MICHIGAN**
Farmington Hills – January 17
Grand Rapids – November 9
Lansing – November 8
Traverse City – November 10

**MISSISSIPPI**
Tupelo – November 14

**MONTANA**
Billings – January 23
Bozeman – January 24
Missoula – January 25

**NEW HAMPSHIRE**
Concord – January 25
Manchester – January 26
Portsmouth – January 27

**NEW JERSEY**
Edison – November 29
Freehold – November 28

**NEW MEXICO**

**NEW YORK**

**NORTH DAKOTA**
Fargo – January 26
Minot – January 27

**OHIO**
Akron – December 14
Mansfield – December 13
Toledo – December 12

**PENNSYLVANIA**
Reading – December 16
York – December 15

**TEXAS**
Longview – February 9
Lufkin – February 10
McAllen – February 8

**VERMONT**
Burlington – January 24

**VIRGINIA**
Harrisonburg – February 13
Richmond – February 14

**More Leadership Skills Resources**

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

**Upcoming leadership Webinars:**
We recommend Top 10 Management Survival Skills for First-time Supervisors, Managing and Motivating the Most Challenging Employee Types, Employee Development Plans 101 and Taking Control of Tough Performance and Attitude Problems, four of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

You may also be interested in …

**50 Ways to Become a More Effective Leader**
Stay current and energized by transforming yourself into an outstanding leader through five powerful lessons on managing people and developing your leadership skills.

DVD Item No. 20-9501-60002; five DVDs and companion job aid
SPECIAL CATALOG PRICE: $99.95

**Leadership Best Practices**
Survey the traits and best practices of legendary leadership thought leaders with this 60-minute DVD, and create a road map to success in your own leadership role, career and organization.

DVD Item No. 10-9117-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 25.
To enroll, call toll-free 1-800-873-7545 or see page 25.

Achieving your potential is too important to be left to chance. Attend this engaging one-day seminar and you’ll be equipped with the practical, proven interpersonal communication skills and techniques that can make a positive difference for you. Best of all, we’ll discuss real-world issues and real-life solutions that you’ll be able to put to use right away. Enroll now!

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.
We’ve collected the most crucial, practical information on handling people, problems and situations and condensed it into two nonstop, idea-crammed days. This powerful workshop combines all facets of on-the-job interpersonal communication—from speaking to writing to listening to presenting—and shows you step-by-step how to master them. Don’t miss this opportunity to take your communication skills—and your career—to the next level.

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

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| CALIFORNIA          | Anaheim – November 7 – 8  
                        Fresno – February 1 – 2  
                        Irvine – December 6 – 7  
                        Pasadena – November 9 – 10  
                        Sacramento – Dec. 15 – 16  
                        San Diego – November 16 – 17  
                        San Francisco – Jan. 30 – 31  
                        San Jose – February 27 – 28  
                        Ventura – November 14 – 15 |
| KANSAS              | Overland Park – Jan. 12 – 13                |
| LOUISIANA           | Shreveport – Nov. 28 – 29                   |
| MAINE               | Augusta – November 15 – 16  
                        Bangor – November 17 – 18 |
| MARYLAND            | Baltimore – November 7 – 8  
                        Baltimore – December 19 – 20  
                        College Park – Nov. 9 – 10  
                        Frederick – November 14 – 15  
                        Waldorf – November 15 – 16 |
| MASSACHUSETTS       | Framingham – Nov. 21 – 22                   |
| MINNESOTA           | Bloomington – December 8 – 9  
                        Bloomington – January 17 – 18  
                        Brainerd – December 6 – 7 |
| MISSOURI            | Columbia – December 6 – 7  
                        Kansas City – December 8 – 9  
                        St. Charles – January 17 – 18  
                        St. Louis – January 19 – 20 |
| MONTANA             | Billings – Nov. 30 – Dec. 1  
                        Helena – January 26 – 27 |
| NEBRASKA            | Lincoln – November 7 – 8  
                        Omaha – November 9 – 10 |
| NEW JERSEY          | Cherry Hill – February 9 – 10  
                        Edison – November 7 – 8  
                        Princeton – February 7 – 8  
                        Saddle Brook – Nov. 9 – 10 |
| NEW MEXICO          | Albuquerque – Dec. 7 – 8                   |
| NEW YORK            | Buffalo – January 26 – 27  
                        New York – December 8 – 9  
                        New York – January 19 – 20 |
| NORTH CAROLINA      | Charlotte – November 9 – 10  
                        Raleigh – November 7 – 8  
                        Winston-Salem – Nov. 21 – 22 |
| OHIO                | Columbus – November 7 – 8  
                        Lima – February 1 – 2 |
| OREGON              | Eugene – November 14 – 15  
                        Medford – November 16 – 17  
                        Portland – November 9 – 10  
                        Portland – November 29 – 30 |
| PENNSYLVANIA        | Erie – November 3 – 4  
                        Lancaster – December 15 – 16 |
| SOUTH CAROLINA      | Greenville – December 12 – 13             |
| SOUTH DAKOTA        | Rapid City – November 28 – 29             |
| TEXAS               | Houston – November 17 – 18  
                        Houston – December 15 – 16  
                        San Antonio – December 13 – 14 |
| UTAH                | Salt Lake City – Dec. 13 – 14             |
| VIRGINIA            | Arlington – November 1 – 2  
                        Norfolk – February 21 – 22  
                        Reston – December 6 – 7  
                        Roanoke – November 1 – 2  
                        Winchester – November 16 – 17 |
| WASHINGTON          | Kennewick – November 2 – 3  
                        Seattle – November 7 – 8  
                        Seattle – December 1 – 2  
                        Spokane – December 15 – 16 |
| WISCONSIN           | Madison – January 23 – 24  
                        Milwaukee – January 17 – 18  
                        Racine – January 19 – 20 |
| WYOMING             | Casper – January 12 – 13                 |

To enroll, call toll-free 1-800-873-7545 or see page 25.
**Managing Multiple Projects, Objectives and Deadlines**

**ONE-DAY WORKSHOP**
$149 per person • $139 each for 4 or more

If you’re a person with no time to waste, this one-day workshop was designed for you. We’ll teach you the tips, techniques and strategies for getting more accomplished faster—and with better results than ever before. From learning how to keep multimillion-dollar projects on track to seeing how to build a deadline “safety net” to make sure no critical deadlines ever slip by again, you’ll gain vital new skills to maximize your on-the-job effectiveness.

**Bring this training to your office! See page 26 for on-site details.**

**Attend this seminar FREE with STAR12! See page 25 for details.**

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**ARIZONA**
Phoenix – January 23
Tempe – February 27

**ARKANSAS**
Fayetteville – November 16
Jonesboro – November 14
Little Rock – November 15

**CALIFORNIA**
Concord – December 14
Fresno – December 12
Irvine – December 1
Long Beach – November 4
Monterey – December 15
Oakland – November 10
Ontario – November 1
Palo Alto – December 16
Pasadena – November 2
Sacramento – November 7
Sacramento – December 13
San Francisco – November 9
San Jose – November 8
Torrance – December 2
Van Nuys – November 3
Ventura – November 30

**COLORADO**
Denver – November 7
Denver – December 2
Greeley – November 8

**CONNECTICUT**
New London – December 16
Storrs – December 15

**FLORIDA**
Jacksonville – February 23
Orlando – February 22
Tallahassee – February 24
Tampa – February 21

**GEORGIA**
Athens – November 17
Atlanta – November 18
Atlanta – December 9
Augusta – December 6
Macon – December 5

**ILLINOIS**
Carbondale – December 13
Chicago – November 28
Effingham – December 14
Oak Brook – November 30
Schaumburg – November 29

**INDIANA**
Ft. Wayne – December 2
Indianapolis – February 23
South Bend – December 1
Terre Haute – December 15

**IOWA**
Des Moines – November 14

**KANSAS**
Hutchinson – January 25
Overland Park – January 23
Salina – January 26
Topeka – January 27
Wichita – January 24

**KENTUCKY**
Elizabethtown – December 16

**LOUISIANA**
Baton Rouge – January 31
New Orleans – November 21
Shreveport – November 22

**MAINE**
Bangor – February 27
Portland – February 28

**MARYLAND**
Baltimore – January 31

**MICHIGAN**
Troy – November 1

**MINNESOTA**
Bloomington – February 7
Rochester – December 7
Willmar – February 6

**MISSOURI**
Columbia – November 18
Kansas City – December 12
Springfield – November 17

**NEVADA**
Las Vegas – November 29
Reno – November 28

**NEW HAMPSHIRE**
Manchester – December 5

**NEW JERSEY**
Atlantic City – February 21
Cherry Hill – February 22

**NEW YORK**
Binghamton – November 8
Ithaca – November 9
Rochester – February 24
Syracuse – February 23

**NORTH CAROLINA**
Asheville – January 20
Charlotte – November 15
Charlotte – December 7

**OHIO**
Columbus – November 3
Toledo – November 2

**OKLAHOMA**
Ardmore – February 28
Oklahoma City – February 16
Tulsa – February 15

**OREGON**
Portland – February 7
Salem – February 6

**PENNSYLVANIA**
King of Prussia – November 7
King of Prussia – Dec. 19
Lancaster – November 21
Wilkes-Barre – November 10
Williamsport – November 22

**SOUTH CAROLINA**
Charleston – November 14
Columbia – December 8
Greenville – November 16

**TEXAS**
Austin – February 2
College Station – February 3
Dallas – December 15
Dallas – January 12
Fort Worth – December 16
Houston – January 11
Houston – February 1
Lubbock – February 27

**VIRGINIA**
Norfolk – January 30

**WISCONSIN**
Madison – November 3
Milwaukee – November 2

**WYOMING**
Casper – November 28

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These dates are found exclusively at SkillPath.com

To enroll, call toll-free 1-800-873-7545 or see page 25.
To enroll, call toll-free 1-800-873-7545 or see page 25.

Assistant: The Administrative Assistants Conference

ONE-DAY CONFERENCE
$199 per person • $189 each for 4 or more

Assistants have never been more challenged than they are today. And that’s where this valuable conference comes in. By choosing your unique training from our 10 session choices, you’ll have the exciting opportunity to learn new, practical skills that will enable you to manage your job and your career with new professionalism, new authority and new success. You’ll return to your office re-energized, refreshed and ready to tackle the world … we guarantee it!

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

ALASKA
Anchorage – January 20
Fairbanks – January 19

ARKANSAS
Little Rock – December 13

CALIFORNIA
Fresno – February 9
Modesto – February 8
Palm Springs – November 16
Sacramento – November 1
San Francisco – November 4
San Jose – November 3
San Luis Obispo – November 18
Santa Rosa – November 2
Ventura – November 17

COLORADO
Boulder – January 13
Colorado Springs – January 12
Pueblo – January 11

CONNECTICUT
New Haven – November 2
New London – November 10
Waterbury – November 3

DELAWARE
Dover – December 13
Wilmington – December 12

FLORIDA
Jacksonville – January 27

HAWAII
Honolulu – November 14

ILLINOIS
Mt. Vernon – December 6
Springfield – December 7

IOWA
Cedar Rapids – November 2

KANSAS
Wichita – February 24

MAINE
Portland – November 8
Waterville – November 7

MARYLAND
Annapolis – January 26

MASSACHUSETTS
 Braintree – February 9
Danvers – February 10
Taunton – November 9

MICHIGAN
Lansing – November 7

MINNESOTA
Bloomington – December 16
Mankato – November 3
St. Cloud – November 4

MISSISSIPPI
Jackson – December 12
Tupelo – December 15

MISSOURI
Columbia – February 22
Kansas City – February 21
Springfield – February 23

NEVADA
Reno – February 7

NEW JERSEY
Edison – December 14

NEW MEXICO
Albuquerque – February 27
Roswell – February 28

NEW YORK
New York – November 4

OHIO
Akron – January 18
Chillicothe – January 19
Cleveland – January 17
Toledo – December 15
Zanesville – January 20

PENNSYLVANIA
Reading – November 1

SOUTH CAROLINA
Columbia – January 31

TENNESSEE
Chattanooga – January 30
Johnson City – November 1

TEXAS
Austin – December 20
San Antonio – December 19

UTAH
Salt Lake City – February 6

WISCONSIN
Madison – November 1

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

Looking for More Responsibility?

Looking for More Responsibility?

Asking for more responsibility demonstrates initiative and good work ethic. However, there is a right way and a wrong way to go about asking. Here’s a tip from our conference trainers.

The right way to approach your boss about taking on more problem-solving responsibility:

- Wait until you’ve demonstrated success with your current responsibilities before you ask for more. Otherwise, your boss has no recourse other than to say “no,” and you’ll appear clueless to your current inadequacies.
- Be prepared and know what you’re asking for. Consider the current needs of your boss, department or company and provide examples.
- Set a specific time to meet with your boss to avoid interruptions.
- Show benefit to your boss, the department and/or the company.
- Provide examples of past successes … and what you have learned from past mistakes.

To enroll, call toll-free 1-800-873-7545 or see page 25.
**The Conference for Women**

**One-Day Conference**

$149 per person • $139 each for 4 or more

This inspiring event is filled with practical advice, life lessons and teaching points that’ll be invaluable as you press toward the reality of achieving your dreams. You’ll uncover the keys to writing and speaking with confidence and authority, cultivating your untapped potential to lead, standing your ground and positively resolving conflict. Find out for yourself how participating in this high-caliber event will be one of the greatest career moves of your life.

**Bring this training to your office! See page 26 for on-site details.**

**Attend this seminar FREE with STAR12! See page 25 for details.**

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**ALABAMA**
- Dothan – November 7

**ARIZONA**
- Lake Havasu City – January 24

**CALIFORNIA**
- Bakersfield – November 10
- Fresno – January 27
- Lancaster – January 25
- Modesto – November 9
- Monterey – November 7
- Sacramento – November 8
- San Luis Obispo – January 26

**COLORADO**
- Boulder – February 15
- Greeley – February 14

**GEORGIA**
- Albany – November 8
- Atlanta – February 1
- Columbus – November 9
- Macon – February 2

**ILLINOIS**
- Oakbrook Terrace – February 3
- Rockford – February 2
- Schaumburg – February 13

**INDIANA**
- Ft. Wayne – December 5
- Indianapolis – February 15
- Merrillville – February 14
- Terre Haute – February 16

**KANSAS**
- Coffeyville – December 2

**KENTUCKY**
- Louisville – November 18

**MAINE**
- Portland – December 19

**MASSACHUSETTS**
- Springfield – February 8

**MICHIGAN**
- Grand Rapids – November 29
- Jackson – December 2
- Kalamazoo – November 30
- Lansing – December 1
- Traverse City – November 28
- Troy – November 15

**MINNESOTA**
- Bloomington – January 31
- Duluth – December 15
- St. Cloud – January 30

**MISSOURI**
- Cape Girardeau – Nov. 29
- Jefferson City – November 30
- St. Charles – November 9
- St. Louis – November 8
- Springfield – December 1

**NEBRASKA**
- Lincoln – December 8
- Norfolk – December 9

**NEW HAMPSHIRE**
- Concord – February 6
- Manchester – December 20
- Portsmouth – February 7

**NEW JERSEY**
- Princeton – November 18
- Saddle Brook – February 27

**NEW MEXICO**
- Farmington – December 7

**NEW YORK**
- Glens Falls – November 17
- Melville – February 28
- Plattsburgh – November 15
- Utica – November 16

**NORTH CAROLINA**
- Fayetteville – December 15
- Greensboro – November 2
- Kinston – December 13
- Raleigh – November 3
- Wilmington – December 14

**OHIO**
- Canton – November 14
- Chillicothe – December 8
- Cincinnati – November 17
- Columbus – December 7
- Dayton – December 6
- Toledo – November 16

**OKLAHOMA**
- Tulsa – January 19

**PENNSYLVANIA**
- Butler – February 24
- Pittsburgh – February 23

**SOUTH CAROLINA**
- Columbia – December 16
- Myrtle Beach – December 12

**SOUTH DAKOTA**
- Rapid City – February 16

**TEXAS**
- Abilene – February 2
- Austin – January 30
- Dallas – January 31
- El Paso – December 6
- Ft. Worth – February 1
- Houston – February 7
- San Antonio – February 6
- Waco – February 3

**UTAH**
- Salt Lake City – December 5

**VIRGINIA**
- Fredericksburg – January 25
- Harrisonburg – January 24
- Lynchburg – November 4

**WASHINGTON**
- Everett – February 2
- Spokane – January 30
- Tacoma – February 1
- Yakima – January 31

**WEST VIRGINIA**
- Parkersburg – December 9

**WISCONSIN**
- Appleton – December 12
- Eau Claire – December 14
- Green Bay – February 1
- Madison – December 13

**WYOMING**
- Cheyenne – February 13

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To enroll, call toll-free 1-800-873-7545 or see page 25.
Dealing Effectively With Unacceptable Employee Behavior

ONE-DAY WORKSHOP
$149 per person • $139 each for 4 or more

To enroll, call toll-free 1-800-873-7545 or see page 25.

By allowing poor performers to continue their negative behavior patterns, you put the productivity and effectiveness of the entire organization at risk. This workshop guides you through every stage of the discipline process, from recognizing the problem and assessing its severity, to intervention strategies and formal termination procedures. You’ll return to your workplace with proven strategies for identifying nonperformers and turning their behavior around.

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12!
See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM
Outstanding assistants possess a combination of positive attributes. They’re organized … motivated … and adept at handling the pressure of multiple tasks, deadlines and bosses. These are just the kinds of skills we’ll teach you in this exciting workshop. In just one day, you’ll gain practical, proven skills that will make you more productive, more valuable and more effective than ever before. Just as important, your improved skills will open the door to more responsibility, more respect and greater job satisfaction.

**Bring this training to your office! See page 26 for on-site details.**

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

**Outstanding assistants possess a combination of positive attributes. They’re organized … motivated … and adept at handling the pressure of multiple tasks, deadlines and bosses. These are just the kinds of skills we’ll teach you in this exciting workshop. In just one day, you’ll gain practical, proven skills that will make you more productive, more valuable and more effective than ever before. Just as important, your improved skills will open the door to more responsibility, more respect and greater job satisfaction.**

**Bring this training to your office! See page 26 for on-site details.**

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**
Leadership and Management Skills for Women

TWO-DAY WORKSHOP
$299 per person • $269 each for 4 or more

Despite the signs of progress, many women are finding the road to leadership success rocky. Created by women who are experts in their fields, this two-day workshop is a rare opportunity to acquire important leadership skills and learn to use them to gain the respect of co-workers and those you supervise. It’s filled with insights into the special and often-overlooked talents female leaders can bring to the table and cutting-edge tactics successful top-level managers are using right now to make things happen in their organizations. Enroll today!

Bring this training to your office! See page 26 for on-site details.

Attended this seminar FREE with STAR12!
See page 25 for details.

CALIFORNIA
Anaheim – December 15 – 16
Irvine – January 11 – 12
Pasadena – December 13 – 14
San Luis Obispo – Nov. 28 – 29
Torrance – Nov. 30 – Dec. 1

COLORADO
Colorado Springs – Nov. 16 – 17
Golden – November 14 – 15

FLORIDA
Daytona Beach – Nov. 1 – 2
Jacksonville – November 3 – 4

GEORGIA
Atlanta – November 7 – 8

INDIANA
Indianapolis – January 23 – 24

IOWA
Des Moines – January 26 – 27

KANSAS
Overland Park – Jan. 17 – 18

LOUISIANA
Baton Rouge – January 12 – 13

MASSACHUSETTS
Danvers – January 17 – 18

MICHIGAN
Lansing – February 27 – 28

MISSOURI
Columbia – January 24 – 25

NEVADA
Las Vegas – December 6 – 7

NEW JERSEY
Freehold – December 12 – 13

NEW MEXICO
Albuquerque – Nov. 21 – 22

NEW YORK
Elmira – January 17 – 18
Rochester – November 7 – 8
Syracuse – January 19 – 20

NORTH CAROLINA
Charlotte – February 21 – 22

RHODE ISLAND
Providence – November 9 – 10

SOUTH CAROLINA
Columbia – November 9 – 10

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLSPATH.COM

Controlling Chaos and Thriving Under Pressure

TWO-DAY WORKSHOP
$399 per person • $349 each for 4 or more

Despite the signs of progress, many women are finding the road to leadership success rocky. Created by women who are experts in their fields, this two-day workshop is a rare opportunity to acquire important leadership skills and learn to use them to gain the respect of co-workers and those you supervise. It’s filled with insights into the special and often-overlooked talents female leaders can bring to the table and cutting-edge tactics successful top-level managers are using right now to make things happen in their organizations. Enroll today!

Bring this training to your office! See page 26 for on-site details.

Attended this seminar FREE with STAR12!
See page 25 for details.

ARIZONA
Phoenix – Nov. 30 – Dec. 1
Tempe – November 7 – 8

CALIFORNIA
Anaheim – February 21 – 22
Irvine – January 23 – 24
Ontario – January 25 – 26
Sacramento – Feb. 23 – 24

COLORADO
Denver – February 9 – 10

CONNECTICUT
Waterbury – January 17 – 18

FLORIDA
Tampa – November 14 – 15

MARYLAND
College Park – January 26 – 27
Frederick – January 24 – 25

MASSACHUSETTS
Worcester – January 19 – 20

MICHIGAN
Ann Arbor – February 21 – 22
Grand Rapids – Dec. 7 – 8
Kalamazoo – December 5 – 6

MICHIGAN
Raleigh – November 16 – 17

OHIO
Toledo – February 23 – 24

PENNSYLVANIA
Harrisburg – February 15 – 16

SOUTH DAKOTA
Sioux Falls – November 17 – 18

TENNESSEE
Memphis – Feb. 28 – Mar. 1

TEXAS
Houston – November 9 – 10
Houston – November 28 – 29

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLSPATH.COM

To enroll, call toll-free 1-800-873-7545 or see page 25.
Fundamentals of Successful Project Management

TWO-DAY WORKSHOP
$399 per person • $349 each for 4 or more

Keep your projects on track, on budget and on time with the tools, knowledge, insights and skills of this amazing workshop! Discover the strategies to create a plan, implement it, monitor progress, correct as necessary and deliver as promised. Learn the skills to make your projects an orderly progression of completed objectives, instead of the all-too-common helter-skelter race with disaster.

Bring this training to your office! See page 26 for on-site details.

ATTEND THIS SEMINAR FREE WITH STAR12! See page 25 for details.

ARIZONA
Phoenix – December 5 – 6

CALIFORNIA
Anaheim – February 2 – 3
Long Beach – February 15 – 16
Oakland – February 8 – 9
Ontario – February 13 – 14
Pasadena – February 7 – 8
Sacramento – January 19 – 20
Sacramento – February 15 – 16
San Diego – Jan. 31 – Feb. 1
San Francisco – Feb. 23 – 24
San Jose – February 6 – 7
San Luis Obispo – Feb. 23 – 24
Santa Rosa – February 13 – 14
Van Nuys – February 9 – 10

COLORADO
Denver – November 21 – 22
Denver – February 13 – 14

CONNECTICUT
Waterbury – Nov. 30 – Dec. 1

DISTRICT OF COLUMBIA
Washington, DC – Nov. 1 – 2
Washington, DC – Feb. 6 – 7

FLORIDA
Jacksonville – December 5 – 6
Orlando – February 9 – 10
West Palm Beach – Nov. 9 – 10

ILLINOIS
Oak Brook – February 21 – 22
Urbana – November 2 – 3

KENTUCKY
Lexington – February 27 – 28

MARYLAND
Baltimore – November 3 – 4
Frederick – February 8 – 9

MASSACHUSETTS
Danvers – November 9 – 10
Fitchburg – January 19 – 20
Worcester – November 7 – 8

MINNESOTA
Bloomington – December 8 – 9

MISSOURI
Kansas City – February 15 – 16

MONTANA
Billings – January 17 – 18

NEW JERSEY
Saddle Brook – Nov. 17 – 18

NEW MEXICO
Santa Fe – Jan. 17 – 18

NEW YORK
New York – November 15 – 16
New York – December 13 – 14

NEW YORK
New York – November 15 – 16
New York – December 13 – 14

NORTH CAROLINA
Winston-Salem – Nov. 7 – 8

OHIO
Canton – November 21 – 22

OREGON
Portland – November 1 – 2
Portland – December 1 – 2

PENNSYLVANIA
King of Prussia – Feb. 13 – 14
Pittsburgh – December 19 – 20

RHODE ISLAND
Providence – Nov. 28 – 29

SOUTH CAROLINA
Columbia – February 15 – 16

SOUTH DAKOTA
Rapid City – February 2 – 3
Sioux Falls – Jan. 31 – Feb. 1

TEXAS
Dallas – January 26 – 27
Houston – January 24 – 25

WASHINGTON
Kennewick – November 3 – 4
Seattle – November 28 – 29

VIRGINIA
Arlington – December 15 – 16

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

More Career Skills Resources

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming career skills Webinars:
We recommend Communicating With Tact & Finesse, Assertiveness Skills for Women,
Stress-free Relationships: How to Work With Any Personality, Negotiation and Persuasion Skills
and Create Better Understanding Through Active Listening, five of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

You may also be interested in ...

Project Management Essentials
Add “project manager” to your skill set with this 60-minute DVD and reach new heights with better quality, lower costs, shorter turnarounds and higher ROI—while your stress fades away.

DVD
Item No. 10-9121-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Time Management Tune-up
Today, the new “normal” is having more work to do and the overwhelming sense that there’s no time to get it all done. Learn simple tips to help you allocate your time, overcome bad habits and enjoy the extra hours you’ll gain.

DVD
Item No. 10-9115-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 25.
Get Control of the Daily Chaos

Attending a SkillPath or NST seminar is a great way to get out of the office and learn around friends and colleagues. But unfortunately, the daily chaos of your busy life isn’t going anywhere. Here are some ideas on how to deal with whatever craziness is waiting for you on your return to work.

Getting a handle on your time and creating an environment where you can work efficiently and effectively is the first step toward overcoming chaos and getting control of your work and life. It starts with taking stock of what you’re doing—or not doing—now. Once you know exactly what your day looks like, you can find the places where time is getting away from you. Then you can target ways to deal with it. It may be painful to examine how you really spend your day, but that information is invaluable when you’re trying to get more out of the limited hours available. It can also help you see where you need to make time for other things in life—like your family, yourself and your career.

Prioritize
There’s one skill that separates the top performers from the rest—the ability to prioritize their projects and tasks. You’re always juggling several projects and tasks, and you’ve become accustomed to the routine, but you need to stop and prioritize your most urgent projects in order to keep them on a manageable schedule. In reality, the object of the game is to avoid being constantly in “crisis” mode because a project just has to be done right now.

Maintain optimism and a sense of humor
One of the best ways to maintain optimism is to have “a focus of hope.” This means having goals that you strive toward with the hope of creating better conditions for you and for those around you. Have fun and remain optimistic in the pursuit of your goal. Enjoy the journey. Some people become so obsessed with trying to achieve that they forget to have fun along the way.

Don’t waste downtime
Everyone wastes moments each day—some are self-imposed but others we have little control over—traffic tie-ups, for example, or long lines in banks or being put on hold on the telephone. The good news is that we have control over our reactions. Instead of becoming frustrated, we can choose to use the time well and, in so doing, lessen the stress involved.

Try to reduce the amount of time you spend waiting (e.g., go to the store or post office at off-peak hours so you don’t spend unnecessary minutes in line; schedule appointments for first thing in the morning so the person you’re seeing hasn’t had time to run behind schedule). If you find yourself waiting, use that time to complete some of your smaller tasks.

Stop procrastinating
Remember the Swiss cheese approach to taming projects of the first magnitude? Poke holes in various parts of the project’s body and work on the small sections—without worrying about the project in its entirety. Don’t expect to complete a huge assignment in one sitting. But you can expect to finish a part of the project, barring unforeseen emergencies, of course. Projecting outcomes requires you to realistically assess how much time you can devote, in terms of both your schedule and your tolerance for the disliked task. If you set reasonable goals, you have a better chance of sticking with the work segment until you meet your objective.

You can find more helpful career tips and articles at http://www.skillpath.com/blog.

To enroll, call toll-free 1-800-873-7545 or see page 25.
Business Writing and Grammar Skills Made Easy and Fun!

TWO-DAY WORKSHOP
$299 per person • $269 each for 4 or more

Business Writing & Marketing

With good writing skills being such a vital part of your career, you can’t afford to have copy that isn’t compelling, correct and effective. If you spend any part of your job writing—from memos to email ads—SkillPath’s seminars are guaranteed to help you become a stronger, more powerful writer, salesperson and communicator.

Whether writing is your major responsibility or just part of your job, both you and your company will benefit when you attend this intensive, skill-building workshop. If you’ve ever written anything that you looked at later and thought, “What was I thinking?” then you must enroll in this workshop today! With the tips and expertise gained from this expanded two-day course, you’ll reap the benefits of more polished, more professional and more powerful written communications.

Bring this training to your office! See page 26 for on-site details.

Attend this seminar FREE with STAR12! See page 25 for details.

THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM

SkilPath
How to Write Effective Policies and Procedures

**ONE-DAY WORKSHOP**

$199 per person • $189 each for 4 or more

This seminar gets you up to speed on the nuts and bolts of writing and developing your organization’s policies and procedures. In just one day, you’ll gain hundreds of rules, strategies, guidelines and shortcuts that will make your job easier and ensure you get the results you want—well-written policies and procedures that are read and understood by all. Sign up for this important workshop today!

**Bring this training to your office! See page 26 for on-site details.**

<table>
<thead>
<tr>
<th>State</th>
<th>Cities</th>
<th>Dates</th>
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<td>Anaheim</td>
<td>November 28</td>
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<td>Ontario</td>
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**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

Business Writing Basics for Professionals

**ONE-DAY WORKSHOP**

$149 per person • $139 each for 4 or more

Few tasks are as challenging as “putting it in writing.” But when you participate in this workshop, you’ll soon earn a reputation as a business professional who is able to communicate effectively on paper. Spend one day with us, and not only will all your written communication represent you as a true professional, but it will be much more effective as well. Deliver the exact message you intend, for the exact results you need.

**Bring this training to your office! See page 26 for on-site details.**

<table>
<thead>
<tr>
<th>State</th>
<th>Cities</th>
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<tbody>
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**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

To enroll, call toll-free **1-800-873-7545** or see page 25.
The Social Media Marketing Conference

**ONE-DAY CONFERENCE**

$199 per person • $189 each for 4 or more

The businesses that *are* making money on social media don't just wing it. They set goals and objectives, follow a plan, choose and use the best tools, carefully monitor their results and faithfully measure their ROI. In other words, there are a lot of things you’ll need to get up to speed on to not only get started with social media, but be successful. And this updated, two-track interactive conference is the one place you can learn it all.

**Bring this training to your office! See page 26 for on-site details.**

**Attain this seminar FREE with STAR12! See page 25 for details.**

**THESE DATES ARE FOUND EXCLUSIVELY AT SKILLPATH.COM**

More Business Writing & Marketing Resources

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

**Upcoming business writing Webinars:**

- Social Listening: Strategies for Monitoring Social Media Sites for Business Success
- Making Your Business Writing Mistake-free
- Business Writing Tips

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.  

See page 27 for a schedule and more information.

You may also be interested in ...

**High-Impact Communication**

The tools professionals use to communicate are changing quickly and dramatically. Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.

**DVD**

**Item No. 10-9113-60002; one DVD and Program Guide**

SPECIAL CATALOG PRICE: $99.95
To enroll, call toll-free 1-800-873-7545 or see page 25.

<table>
<thead>
<tr>
<th>SkillPath®</th>
<th>Windows®Macintosh®</th>
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### Getting the Most From Microsoft® Excel®

**ONE-DAY WORKSHOP**

$149 per person • $139 each for 4 or more

**EXCEL TRAINING**

Most people don’t need much convincing to use Excel, the world’s premier spreadsheet software. Its overwhelming popularity makes it the obvious choice for millions of number crunchers. But despite its wide use, few people know about Excel’s most impressive features, how to use them or why they’d want to use them in the first place. SkillPath seminars will teach you the most advanced features and functions Excel offers, allowing you to get more done in way less time.

**Attend this workshop—which includes all versions of Excel for both Windows® and Macintosh®—and in just one fast-paced, comprehensive day, you’ll pick up hundreds of power tips and techniques that will help you take advantage of the many features Excel has to offer. Learn the shortcuts that will help you turn Excel into one of the fastest, most flexible tools in your arsenal: Macros, hidden tools and commands, templates, customizing tips and much more!**

**Bring this training to your office! See page 26 for on-site details.**

** Attend this seminar FREE with STAR12! See page 25 for details.**

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**WASHINGTON**

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| Seattle        | January 20    |
| Seattle        | February 13   |

**WEST VIRGINIA**

| Morgantown     | November 17   |

**WISCONSIN**

| Eau Claire     | December 1    |
| Madison        | November 30   |

**WYOMING**

| Cheyenne       | January 27    |
| Rock Springs   | January 26    |

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# Advanced Microsoft Excel® Techniques

**TWO-DAY WORKSHOP**

$399 per person • $349 each for 4 or more

No matter which type of user you are now, the techniques you’ll learn in this advanced two-day workshop will make your job easier and increase the sophistication of your data reporting and analyzing. If you’ve ever been frustrated using Excel because you knew there had to be a better way of accomplishing your tasks, you’ll soon be on your way to getting more done with this power-boosting program. Enroll today!

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<td>San Antonio – November 21 – 22</td>
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**More Excel Training Resources**

Reinforce the skills found in any of our face-to-face seminars with a **LIVE Webinar**

**Upcoming Microsoft Excel Webinars:**

We recommend **Mastering Microsoft Excel PivotTables** and **How to Use Microsoft Excel PivotTables to Easily Summarize and Analyze Data**, two of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them. **See page 27 for a schedule and more information.**

---

**You may also be interested in ...**

**Microsoft Excel® 2016 Video Training Series**

Excel 2016 is the most powerful version ever! These training videos are guaranteed to show you something you never knew, to teach you a faster way to do an everyday task and to make your life easier and less stressful.

**Item No. 10-8306-60002; three DVD-ROMs**

**CATALOG PRICE: $199.95**

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To enroll, call toll-free **1-800-873-7545** or see page 25.
Did you know?

You can get FREE access to all the training dates in this catalog at one low price!

ONE FULL YEAR for only $499! It’s a fantastic deal based on the unlimited seminar attendance* alone … but that’s only the beginning. Your STAR12 pass unlocks 24/7 access to on-demand seminars … more than 350 Webinars, with new titles added every month … quick-tip videos … and much more!

What’s a deal like that worth to you and your career? Priceless.

*Unlimited seminars applies to all one- and two-day seminars priced $399 or less.

IMPORTANT INFORMATION

Whatever your method of registration, be sure to enroll right away since space is limited. As soon as we receive your enrollment, we’ll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn’t arrive before the workshop, be sure to go anyway. We’ll be expecting you. Walk-in registrations are welcome on a space-available basis only.

Your tuition is tax deductible. Even the government smiles on professional education. All expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills are tax deductible according to Treasury Regulation 1.162-5 Coughlin v. Commissioner, 203 F2d 307.

Cancellations and substitutions. Cancellations received up to five business days before the workshop are refundable, minus a registration service charge. After that, cancellations are subject to the entire workshop fee, which you may apply toward a future workshop. Please note that if you don’t cancel and don’t attend, you are still responsible for payment. Substitutions may be made at any time.

Continuing Education Credits: SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars. Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Be sure to save your Certificate of Attendance and course outline—and contact your professional licensing board or organization to verify specific requirements.

Looking for reminders of seminars in your area PLUS special email-only discounts?

Use our easy 3-step sign-up: www.skillpath.com/?emr

For all that, passes are just $499

Corporate pricing is available—call for details

Become a passholder today!

Call 1-800-873-7545 or visit us online at www.skillpath.com/star12.

Five EASY WAYS TO ENROLL in a SkillPath Workshop

1. BY PHONE:
   For the fastest service, call us toll-free at 1-800-873-7545

2. ONLINE:
   Enroll online at www.skillpath.com

3. BY EMAIL:
   Email your enrollment to us at enroll@skillpath.com

4. BY FAX:
   Fax your enrollment 24 hours a day. Our fax number is 1-913-362-4241. Be sure the fax includes credit card or tax-exempt information.

5. BY MAIL:
   Mail your enrollment to us at:
   SkillPath Seminars
   P.O. Box 804441
   Kansas City, MO 64180-4441

   Please include: Name and mailing address, workshop and session you wish to attend, your VIP number as it appears on your mailing label, approving manager and billing information.

★ = 60002
DOES YOUR ORGANIZATION NEED TRAINING ON-SITE?

Whether you have 3 or 300+ people to train, we can deliver a training program designed specifically for your needs and goals.

Corporate Strategies by SkillPath is an industry leader providing a strategic and innovative approach to on-site training for organizations across the globe. Our consultative and collaborative approach allows our team to develop a sound strategy with clear objectives and outcomes. The insight we gain through our strategic approach with our clients ensures we deliver competency-based, innovative and results-driven training solutions.

Diverse training solutions. We understand each company requires different training resources, and since one size does not fit all, we want to ensure we meet the needs of our clients by offering a variety of training solutions:
- Off-the-Shelf Tailored Training
- Complete Customization
- Train-the-Trainer
- Content Licensing
- Coaching
- Webinar/Teleconferencing
- Keynote Speaking
- Management Engagement

Innovative content. To ensure we provide the highest quality of service and products to our clients, we strive to understand the challenges and changes occurring in today’s marketplace. We focus on developing content, tools and training materials to help solve the new problems of today for our clients.

Expertise. Our vast knowledge of business requirements, tenure and experience allows us to make innovative and purposeful recommendations to ensure we deliver client-focused training solutions.

Strategic approach. Our tenured account managers, instructional designers and trainers serve as strategic partners to collaborate with our clients to ensure business results are clearly defined and achieved through creative solutions.

Our trainers. We maintain only the best trainers in the business through extensive evaluations after each training session. For your training program, we select from a group of highly talented individuals who are carefully matched by expertise, complementary skill sets and delivery style to meet your training requirements. Our staff includes 350 dynamic professional trainers with years of real-world experience and expertise.

ROI—It’s a prudent training investment. What better way to keep your staff at their peak than with specialized training presented by pros on the issues that matter most to you? The bottom-line payoffs are tremendous.

It’s guaranteed. SkillPath’s on-site training comes with a 100% satisfaction guarantee. We conduct quality evaluations after each training day to ensure your complete satisfaction.

BEST-SELLING ON-SITE TOPICS
- Administrative Assistants Training
- Building Emotional Intelligence
- Business Writing Basics for Professionals
- Closing the Sale
- Coaching and Teambuilding Skills for Managers and Supervisors
- Creative Leadership
- Customer Service
- Dealing Effectively With Unacceptable Employee Behavior
- Diversity in the Workplace
- Effective Teamwork Strategies
- Excelling as a Manager or Supervisor
- Fundamentals of Successful Project Management
- How to Negotiate With Vendors and Suppliers
- Managing Change
- Managing Multiple Priorities
- Professional Presentation Skills
- Strategic Selling
- Understanding and Managing the Four Generations
- The Secrets to Being a Front Desk Superstar
- Discovering the Secrets of Microsoft® Access®
- How to Build Powerful PowerPoint® Presentations
- The Essentials of Microsoft® Outlook®

To see all course listings available for on-site training, visit: www.skillpath.com/onsite

Call today! 1-866-222-6315 • Email: os@skillpath.com
**LIVE WEBINAR TRAINING**

What if your whole team could boost their skills at one time—in just one hour—for no more cost?

In today’s super-competitive workplace, there is absolutely no substitute for knowledge and skills. But your time is valuable, and career training is hard to squeeze into the schedule, even in the best of times.

That’s why our live Webinars have been designed with your needs and goals in mind. Fast, convenient and, above all, effective, our Webinars are jam-packed with the skills you need to become better and more valued in your job, more motivated in your life and a little less stressed throughout the day. Enroll today!

More benefits of LIVE Webinar training:

- You don’t have to leave your office or conference room
- No fancy technology is required, just a high-speed Internet connection
- With compact one-hour sessions, it’s the best use of your precious time
- Trainers have been handpicked for their subject knowledge, expertise and presentation ability

When you participate in a SkillPath/NST Webinar, your registration fee entitles you to one Webinar connection—the number of people joining you to learn on each connection is totally up to you! Your single connection covers unlimited participants. The convenience—and value—simply can’t be beat.

Please call **1-800-873-7545** or visit our Web page for additional topics, more pricing options and ordering information.

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**UPCOMING LIVE WEBINARS**

**NOVEMBER 2016**

- Social Listening: Strategies for Monitoring Social Media Sites for Business Success
- Termination Pay Dos and Don’ts
- Communicating With Tact & Finesse
- The Essentials of Employee Onboarding
- How to Get Started With Microsoft® SharePoint®
- How to Conduct Effective Interviews
- How to Effectively Handle Customer Complaints
- Fraud Detection & Prevention for Accounts Payable
- OSHA Record-keeping Compliance

**DECEMBER 2016**

- Top 10 Management Survival Skills for First-time Supervisors
- Mastering Microsoft® Excel® PivotTables
- Managing and Motivating the Most Challenging Employee Types
- Stress-free Relationships: How to Work With Any Personality
- Making Your Business Writing Mistake-free
- Assertiveness Skills for Women
- Finance and Accounting for Administrative Professionals
- ADA & Reasonable Accommodation
- Negotiation and Persuasion Skills
- The Essentials of Bankruptcy Law for Collections Professionals
- Employee Development Plans 101
- What’s Taxable? Handling Special Payments to Employees

**JANUARY 2017**

- OSHA Temporary Worker Enforcement
- How to Use Microsoft® Excel® PivotTables to Easily Summarize and Analyze Data
- Handling Confrontational Customers
- IRS 1099 Compliance
- Taking Control of Tough Performance and Attitude Problems
- Business Writing Tips
- Create Better Understanding Through Active Listening
- Understanding and Administering Intermittent and Reduced-schedule Leave Under FMLA

Plus additional timely topics coming up in early 2017!

Check [www.skillpath.com/webinars](http://www.skillpath.com/webinars) or [www.natsem.com/webinarschedule.cfm](http://www.natsem.com/webinarschedule.cfm) for all future courses.
Many of our seminar attendees are new supervisors or managers, and most of them want to know if there is anything they can do to be better at their new job. The answer is YES!

Every year Gallup polls show that roughly only 50% – 60% of all employed Americans are completely satisfied with their bosses. These same polls show that just 30% of all employees are actively engaged at work. Managers, you have a job to do! But first, a little self-evaluation.

As the boss, you know there are a lot of things you can’t change about the work that needs to be done—demanding customers, tight schedules, evolving projects, etc. And you absolutely can’t please everyone all of the time. But it’s a fact that unengaged workers don’t produce. It’s also a fact that competition for great employees is tight, and usually when an employee leaves a company, it’s because of his or her manager.

What are the traits of a good manager? The qualities of a bad boss? Are you making some mistakes that could drive employees away?

**Do you communicate well and regularly?** Employees want clear directions. They need to know what’s going on and what’s expected of them. Without this, employees don’t understand individual, team or company goals. They lack direction and won’t get to experience success (since they don’t know what it looks like).

**Do you micromanage?** Trust the employees you’ve chosen. Give employees some freedom to solve problems and make choices. Without this ability, you’re the bottleneck that slows progress and eventually your team becomes unable to make decisions independently.

**Do you make decisions promptly?** Get input. Consider options and assess. Then, make a decision.

**Do you make an effort to connect personally?** Take time from your busy day to get to know your employees—both on a personal level and to find out how things are going on projects, answer questions, etc. Different generations of workers may require different approaches.

**Are you negative?** Do you allow negative behavior? Employees want bosses who take the high road, who don’t gossip. Set the example for the culture you want.

**Do you show appreciation or recognition?** Let employees know when they do something well—as often as possible.

**Do you procrastinate?** Progress takes good self-management and organization skills. Your procrastination can lead to tight deadlines, long days and frustrated employees.

**Do you train well?** Spend time onboarding new employees and bringing existing employees up to speed on new procedures and projects. This will clear the way to better understanding and outcomes.

**Do you give feedback?** Constructive feedback is vital to employee growth.

**Do you stand by your employees?** Employees (and bosses) sometimes make mistakes. Support employees when it counts. Speak to them privately to correct or change any behavior that has come into question.

Being the boss is a challenge. Being a GREAT boss takes consistent self-evaluation and fine-tuning. In the wake of an extended period of layoffs, trust is low among employees, and a manager’s job difficult. Employees just want the truth. Keep your team happier, make them more productive and encourage them to stick around longer. Review and strengthen your management skills. You’ll attract great employees and, ultimately, make your job easier.

You can find more helpful career tips and articles at [http://www.skillpath.com/blog](http://www.skillpath.com/blog).
HR, OSHA & FINANCE

HR policies are vital for making up the framework of your department and setting the tone for the employees in your entire workplace! Properly written policies can also keep your business out of court, which is more useful than ever with today’s increased lawsuits and ever-changing legislation. With NST seminars, you’ll gain all the tools you need for having the right policies in place to protect you and your organization.

Get all your education and certification credits with NST

NST is proud to offer Continuing Education credits, HRCI certification credits and SHRM credits for eligible courses as part of our seminar training. Our partnerships with these organizations show our deep commitment to being the best learning provider in the industry. If you are looking to improve yourself, your career and your future, there is no better place than NST and our nationally recognized training programs.

Managing Human Resources

TWO-DAY WORKSHOP

$399 per person • When 3 attend, a 4th is free

As difficult as your daily “hot issues” seem, they pale in comparison to your larger responsibilities as an HR professional. As the key talent management strategist for your organization, there’s absolutely no better way to update your knowledge than by attending Managing Human Resources. You’ll leave this comprehensive two-day course with tons of practical tools, techniques, strategies and guidelines you can use immediately to handle your HR role with greater confidence and success.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

DELAWARE

Wilmington – Dec. 13 – 14

INDIANA

Ft. Wayne – Feb. 28 – Mar. 1

KENTUCKY

Bowling Green – February 6 – 7
Lexington – February 8 – 9

MAINE

Augusta – January 17 – 18
South Portland – Jan. 19 – 20

MARYLAND

Annapolis – November 7 – 8
Baltimore – November 16 – 17
Hagerstown – November 9 – 10

MISSOURI

Cape Girardeau – Dec. 6 – 7
St. Louis – December 8 – 9

NEW JERSEY

Atlantic City – Nov. 14 – 15
Cherry Hill – February 13 – 14
Freehold – February 15 – 16

NEW YORK

Melville – January 24 – 25
New York – January 26 – 27

PENNSYLVANIA

King of Prussia – Dec. 15 – 16
Pittsburgh – Nov. 30 – Dec. 1

VIRGINIA

Richmond – November 28 – 29
Roanoke – January 19 – 20

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

To enroll, call toll-free 1-800-873-7545 or see page 51.
HR Law

ONE-DAY WORKSHOP

$179 per person • When 3 attend, a 4th is free

It’s more important than ever for an HR staff (and any other key managers and supervisors) to possess a keen working knowledge of the fundamentals of HR law. In this comprehensive one-day workshop, we’ll cover the basics of HR law in a fast-paced, plain-English way that will provide a whole new level of understanding to anyone who has to deal with the FMLA, ADA, benefits and the thousands of other facets of employment law.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12!
See page 51 for details.

ALASKA
Anchorage – November 17
Juneau – November 18

ARIZONA
Phoenix – December 12

CALIFORNIA
Concord – December 15
San Francisco – November 28
San Jose – December 13
Santa Rosa – December 14

GEORGIA
Athens – February 23
Atlanta – February 21
Augusta – January 18

MASSACHUSETTS
Boston – December 2

MINNESOTA
Minneapolis – November 20

NEVADA
Las Vegas – December 16

NEW MEXICO
Albuquerque – November 10

NEW YORK
Buffalo – December 6
Rochester – December 7

NORTH CAROLINA
Fayetteville – January 12
Greensboro – January 11
Wilmington – January 13

OREGON
Eugene – February 1
Medford – February 2
Portland – January 30
Salem – January 31

RHODE ISLAND
Providence – December 5

SOUTH CAROLINA
Columbia – January 19

SOUTH DAKOTA
Sioux Falls – November 30

VIRGINIA
Arlington – January 26
Richmond – January 27

WASHINGTON
Bellevue – November 16
Spokane – November 14
Tacoma – November 15

WISCONSIN
Appleton – November 4
Eau Claire – November 3
La Crosse – November 2

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

Human Resources and the Law

TWO-DAY WORKSHOP

$299 per person • When 3 attend, a 4th is free

With our expert instruction, you’ll be completely brought up to speed on all the critical employment regulations you need to know. You’ll gain a thorough understanding of EEOC and ADA regulations. You’ll learn how to comply with the Family and Medical Leave Act. Plus, you’ll take part in practical exercises that give you a chance to practice and refine dozens of new HR techniques. With all that is at stake, this is an investment that is well worth your time and money to gain peace of mind.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12!
See page 51 for details.

ARKANSAS
Fayetteville – November 7 – 8
Hot Springs – November 9 – 10
Jonesboro – November 2 – 3

CALIFORNIA
Anaheim – February 13 – 14
Bakersfield – December 1 – 2
Burbank – February 8 – 9
Fresno – November 29 – 30
Long Beach – February 23 – 24
Modesto – January 19 – 20
Pasadena – February 21 – 22
Sacramento – January 17 – 18
San Diego – February 15 – 16
Ventura – February 6 – 7

COLORADO
Colorado Springs – Dec. 7 – 8

FLORIDA
Jacksonville – Dec. 15 – 16

ILLINOIS
Chicago – November 29 – 30
Oakbrook Terrace – Dec. 1 – 2

INDIANA
Ft. Wayne – November 9 – 10
Merrillville – December 12 – 13

MICHIGAN
East Lansing – Dec. 13 – 14

MINNESOTA
Bloomington – December 5 – 6

MISSOURI
Kansas City – January 11 – 12

MISSISSIPPI
Jackson – December 9 – 10

OHIO
Akron – November 14 – 15
Austintown – November 3 – 4
Beachwood – Nov. 16 – 17
Dayton – November 7 – 8

PENNSYLVANIA
Erie – November 1 – 2
King of Prussia – Jan. 30 – 31

RHODE ISLAND
Providence – December 5

SOUTH CAROLINA
Columbia – January 19

TENNESSEE
Knoxville – January 23 – 24

TEXAS
Austin – January 12 – 13

WEST VIRGINIA
Charleston – December 8 – 9

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM
FMLA Compliance Update

**ONE-DAY WORKSHOP**

$249 per person • When 3 attend, a 4th is free

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**ALASKA**
- Anchorage – February 7
- Fairbanks – February 6
- Juneau – February 8

**CALIFORNIA**
- Fresno – November 9
- Irvine – November 7
- San Francisco – November 10
- San Luis Obispo – Nov. 8

**DELAWARE**
- Wilmington – January 27

**IDAHO**
- Idaho Falls – February 27
- Twin Falls – February 28

**ILLINOIS**
- Arlington Heights – Dec. 6
- Chicago – December 7
- Oak Brook – December 5
- Peoria – December 14
- Rockford – December 15
- Urbana – December 13

**INDIANA**
- Indianapolis – December 19
- Lafayette – December 12
- South Bend – December 20

**KENTUCKY**
- Louisville – January 13

**MICHIGAN**
- Ann Arbor – January 19
- Bay City – January 24
- Flint – January 25
- Grand Rapids – January 27
- Kalamazoo – January 26
- Southfield – January 20

**MINNESOTA**
- Bloomington – November 17
- Duluth – November 16
- Rochester – November 18

**MONTANA**
- Billings – November 28
- Helena – November 29
- Missoula – November 30

**NEW HAMPSHIRE**
- Manchester – November 1

**NEW JERSEY**
- Atlantic City – January 25
- Cherry Hill – January 26
- Freehold – January 24
- Parsippany – January 23

**NEW YORK**
- Albany – February 24
- Buffalo – January 17
- Melville – February 22
- New York – February 21
- Rochester – February 1
- Syracuse – February 2
- Terrytown – February 23
- Utica – February 3

**NEW ENGLAND**
- Bismarck – November 14
- Fargo – November 15

**OHIO**
- Cincinnati – January 12
- Columbus – January 11
- Independence – January 18

**PENNSYLVANIA**
- Erie – January 31
- Pittsburgh – January 30

**SOUTH DAKOTA**
- Rapid City – November 4
- Sioux Falls – November 3

**TEXAS**
- El Paso – December 2

**WISCONSIN**
- Brookfield – December 8
- Green Bay – December 9
- La Crosse – December 16

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Can you afford to make a mistake when it comes to the FMLA? Can you afford the lawsuits and court dates if you’re wrong? Our expert HR trainer will shed light on the intricacies of the FMLA. You’ll get perfect clarity on the different types of leave your employees can take and what qualifies for each one. After you leave this program, you’ll never have to wonder again if your organization is vulnerable to a costly lawsuit.

**Bring this training to your office! See page 52 for on-site details.**

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**Attendance**

Attend this seminar FREE with STAR12!
See page 51 for details.

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**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

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To enroll, call toll-free **1-800-873-7545** or see page 51.
Workplace Safety & OSHA Compliance

**ONE-DAY WORKSHOP**

$179 per person • When 3 attend, a 4th is free

This information-packed one-day workshop offers the cost-effective solutions you need to keep your people safe—and to keep OSHA inspectors off your doorstep! You’ll get a comprehensive update on the very latest in OSHA’s ever-changing requirements, and you’ll also find out innovative ways other organizations are successfully meeting these stringent standards—without busting the budget.

**Bring this training to your office! See page 52 for on-site details.**

**Attend this seminar FREE with STAR12! See page 51 for details.**

**ALABAMA**
- Madison – December 15

**ALASKA**
- Anchorage – December 20
    - Fairbanks – December 19

**ARKANSAS**
- Fayetteville – November 22
- Little Rock – November 21

**CONNECTICUT**
- Danbury – February 23

**DELAWARE**
- Dover – November 7

**FLORIDA**
- Tallahassee – December 13
  - West Palm Beach – Feb. 21

**GEORGIA**
- Albany – December 12
  - Savannah – December 14

**IOWA**
- Davenport – February 14
- Des Moines – January 23
- Mason City – February 13
- Sioux City – January 25

**MASSACHUSETTS**
- Holyoke – February 24

**MINNESOTA**
- St. Cloud – January 27

**MISSOURI**
- Cape Girardeau – February 16
- Columbia – February 15
- Springfield – January 17

**NEBRASKA**
- Omaha – January 24

**NEVADA**
- Las Vegas – December 9
  - Reno – December 8

**NORTH CAROLINA**
- Greenville – November 2
  - Raleigh – November 1

**NORTH DAKOTA**
- Bismarck – December 6
- Fargo – December 7

**OHIO**
- Akron – November 18
- Austintown – November 9
- Beachwood – November 10
- Cincinnati – November 16
- Columbus – November 17
- Dayton – November 15

**OKLAHOMA**
- Oklahoma City – January 19
  - Tulsa – January 18

**OREGON**
- Portland – November 8

**PENNSYLVANIA**
- Pittsburgh – November 8
- Wilkes-Barre – February 22

**PUERTO RICO**
- San Juan – December 5

**SOUTH DAKOTA**
- Sioux Falls – January 26

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

The Essentials of Collections Law

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

This fast-paced and informative one-day seminar shows you exactly what violates the Fair Debt Collection Practices Act (FDCPA) and other laws that lead to costly fines and judgments. With the help of a veteran trainer experienced in the legal pitfalls of collections law, you’ll learn how to avoid the legal mistakes and get concrete information on how to legally collect the money you’re owed in sticky situations like bankruptcy and out-of-town debt.

**Bring this training to your office! See page 52 for on-site details.**

**Attend this seminar FREE with STAR12! See page 51 for details.**

**ALABAMA**
- Birmingham – November 30

**ALASKA**
- Anchorage – January 23

**DELAWARE**
- Wilmington – January 30

**FLORIDA**
- Jacksonville – February 1
  - Pensacola – February 3
  - Tallahassee – February 2

**GEORGIA**
- Macon – December 1
  - Savannah – January 31

**MONTANA**
- Missoula – January 27

**NEVADA**
- Las Vegas – January 11

**NORTH CAROLINA**
- Asheville – December 2

**PENNSYLVANIA**
- Altoona – November 9
  - Harrisburg – November 8

**WASHINGTON**
- Pasco – January 25
  - Spokane – January 26

**WYOMING**
- Cheyenne – November 28

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

To enroll, call toll-free 1-800-873-7545 or see page 51.
OSHA Safety Training:
The 30-hour Compliance Course

**FIVE-DAY WORKSHOP**

$999 per person • When 3 attend, a 4th is free

This 30-hour compliance course is the #1 way to keep your workplace safe and compliant and save you from costly fines. And by completing this course, you’ll receive your 30-hour OSHA Outreach completion card. If you only implement one strategy that saves your company from a compliance error—or an employee from a life-threatening injury—this program will more than pay for itself several times over.

*Bring this training to your office! See page 52 for on-site details.*

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<td>CO - COLORADO</td>
<td>Colorado Springs – Dec. 12 – 16</td>
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Organizing & Managing Accounts Payable

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

You’re under constant deadlines; you have enormous responsibility and not enough authority—since everyone thinks all you do is pay the bills! But help is on the way, thanks to this crucial one-day workshop. We’ve condensed tons of information to get to the essentials—the very latest proven AP techniques, accepted best practices guaranteed to improve your accuracy and save money—and many more tips and shortcuts that will help you get more done in less time.

*Bring this training to your office! See page 52 for on-site details.*

| AL - ALABAMA | Montgomery – January 27 |
| AR - ARKANSAS | Little Rock – February 21 |
| CA - CALIFORNIA | Anaheim – November 1 |
|               | Ontario – November 2 |
|               | Pasadena – November 3 |
| FL - FLORIDA | Gainesville – January 24 |
| GA - GEORGIA | Atlanta – January 25 |
|               | Macon – January 26 |
| HI - HAWAII | Honolulu – November 10 |
| ME - MAINE | Augusta – December 9 |
| MD - MARYLAND | Annapolis – February 27 |
| MI - MICHIGAN | Grand Rapids – January 18 |
| NH - NEW HAMPSHIRE | Manchester – December 8 |
| NM - NEW MEXICO | Albuquerque – November 29 |
|               | Farmington – November 28 |
| SC - SOUTH CAROLINA | Charleston – December 5 |
|               | Columbia – December 6 |
|               | Greenville – December 7 |
| SD - SOUTH DAKOTA | Rapid City – November 30 |
| TX - TEXAS | El Paso – January 20 |
|               | Houston – January 19 |
| VA - VIRGINIA | Fairfax – February 28 |
|               | Richmond – November 8 |
|               | Roanoke – November 9 |
| WV - WEST VIRGINIA | Charleston – November 10 |

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To enroll, call toll-free 1-800-873-7545 or see page 51.
Payroll Law

ONE-DAY WORKSHOP
$199 per person • When 3 attend, a 4th is free

Payroll law has become so complex and ever-changing that it’s easy to make mistakes. This one-day workshop will show you exactly where you are vulnerable and, more importantly, how you can fix the problem. If you deal with payroll taxes, you won’t want to miss this easy-to-understand presentation of the latest payroll rules and regulations. Don’t chance it and just assume you’re doing it correctly—know for sure.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

ALABAMA
- Birmingham – January 12
- Madison – January 13
- Montgomery – January 11

ARKANSAS
- Fayetteville – January 27
- Hot Springs – January 26
- Jonesboro – January 23
- Little Rock – January 25

FLORIDA
- Daytona Beach – December 6
- Ft. Lauderdale – December 9
- Jacksonville – December 13
- Melbourne – December 7
- Orlando – December 5
- Tallahassee – December 15
- Tampa – December 14
- West Palm Beach – Dec. 8

GEORGIA
- Athens – November 2
- Atlanta – November 1
- Savannah – December 12

IDAHO
- Boise – December 8
- Idaho Falls – December 6
- Twin Falls – December 7

LOUISIANA
- Alexandria – February 27
- Lafayette – February 28

MARYLAND
- Annapolis – November 16
- College Park – November 17
- Ellicott City – November 10
- Hagerstown – November 15
- Waldorf – November 18

MISSISSIPPI
- Gulfport – January 18
- Jackson – January 19
- Tupelo – January 20

NEVADA
- Reno – December 9

NEVADA
- Reno – December 9

NORTH CAROLINA
- Charlotte – November 8

PENNSYLVANIA
- King of Prussia – November 14

SOUTH CAROLINA
- Charleston – January 17
- Columbia – November 3
- Greenville – November 4

TEXAS
- Arlington – February 1
- Austin – February 9
- Corpus Christi – February 7
- Dallas – January 30
- Denton – January 31
- Houston – February 10
- McAllen – February 6
- San Antonio – February 8
- Texarkana – February 3
- Tyler – February 2

VIRGINIA
- Fairfax – November 9

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

More HR, OSHA & Finance Resources

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming human resources and finance Webinars:

We recommend The Essentials of Employee Onboarding, How to Conduct Effective Interviews, Finance and Accounting for Administrative Professionals, ADA & Reasonable Accommodation, OSHA Temporary Worker Enforcement and Understanding and Administering Intermittent and Reduced-schedule Leave Under FMLA, six of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

You may also be interested in ...

The Fair, Legal and Effective HR Skills for Managers Series
This comprehensive training delivers 12 information-packed videos that provide the skills and techniques needed to protect your managers, employees and organization. Covering topics such as hiring and firing, progressive discipline, the ADA, the FMLA and much more, this video series delivers the core skills to help your business be successful while following the law.

Item No. 20-5121-60002; 12 DVDs

SPECIAL CATALOG PRICE: $349.00

The Essential Guide to Family & Medical Leave, 4th Edition
This handy resource provides detailed information, sample forms and tools that will help you figure out which employees qualify for leave … how to manage leave that is also protected by other laws, such as the ADA, workers’ compensation statutes and other state leave laws … how to implement the new military family leave provisions … and more!

Item No. 53-0038-60002; book; 428 pages

SPECIAL CATALOG PRICE: $47.95

To enroll, call toll-free 1-800-873-7545 or see page 51.
Management & Supervisory Skills

Everyone wants to get the best from their team, and our seminars cover the most essential management skills you need to make an immediate impact on your team. If you want the best possible results every time, if you want to lead your team to greatness, this is the place to start.

This intensive two-day workshop is designed for new supervisors who want to grow their management skills—and get on the fast track to achieving leadership success. Why risk your career stumbling along by trial and error when you can get up to speed fast on essential management techniques and strategies? The management skills and knowledge you need to succeed are only a two-day workshop away!

**Bring this training to your office! See page 52 for on-site details.**

**Attend this seminar FREE with STAR12! See page 51 for details.**

<table>
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<tr>
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<th>Cities/States</th>
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To enroll, call toll-free **1-800-873-7545** or see page 51.
**The Complete Course on How to Supervise People**

**ONE-DAY WORKSHOP**

$149 per person • When 3 attend, a 4th is free

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**Assertiveness Skills for Managers & Supervisors**

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

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To enroll, call toll-free **1-800-873-7545** or see page 51.
How to Successfully Make the Transition to Supervisor

**ONE-DAY WORKSHOP**

$179 per person • When 3 attend, a 4th is free

Featuring the proven skills and expert strategies you need, this engaging workshop will help you tackle any issue you’re faced with, from communication nightmares to motivation strategies. By knowing what’s expected of you and using successful supervision strategies, you’ll get everything you need to be as successful at your new position as you were at your last. If you’re new to management, or even the slightest bit uncomfortable supervising former peers, then you can’t afford to miss this training.

**Bringing this training to your office! See page 52 for on-site details.**

Attending this seminar FREE with STAR12! See page 51 for details.

---

**Facing Change Head-on**

Overcoming employee resistance to change lies in your leadership abilities, and no one knows better than you how hard it is to get employees to embrace something new. That’s why you must lay a solid foundation that will help employees overcome their resistance to change. Here’s a small example of some of the techniques we teach in our training courses to help you achieve just that!

1. **Give the team a reason to do something different.** This may be an urgent reason such as loss of market share, lower profits, etc. This will create a sense of urgency about the change.

2. **Find the unofficial power brokers in the organization or on your team.** There are people who have a natural power or presence about them. This presence draws people to them, so they are able to exert tremendous influence over the rest of the team. Spend some extra time with these people, making sure they know what the changes are and why they are needed.

3. **Help team members see the possibilities.** What could be? Most people will respond to an articulate vision or a challenge if they see the possibilities of what could be.

4. **Empower your team.** Provide as much information, responsibility and authority as you can. Let employees continue to function as a team during the change or transition.

5. **Thank or reward incrementally.** Do not wait until 100 percent of your team has embraced 100 percent of the change 100 percent of the time. When you see team members even making an effort to embrace the change, notice it. Thank or reward them in commensurate ways.

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**ALABAMA**
- Birmingham – December 16
- Montgomery – December 15

**ARIZONA**
- Lake Havasu City – February 1
- Phoenix – January 31

**CALIFORNIA**
- Anaheim – November 29
- Burbank – December 1
- Fresno – January 13
- Modesto – January 12
- Oakland – January 19
- Ontario – November 30
- Sacramento – January 11
- San Diego – November 28
- San Francisco – January 17
- San Jose – January 20
- Santa Monica – December 2
- Santa Rosa – January 18

**DELAWARE**
- Wilmington – January 20

**GEORGIA**
- Columbus – December 14
- Savannah – December 13

**ILLINOIS**
- Arlington Heights – Nov. 21
- Chicago – November 22

**LOUISIANA**
- Baton Rouge – February 9
- Lafayette – February 10
- New Orleans – February 8

**MARYLAND**
- Annapolis – January 19

**MICHIGAN**
- East Lansing – February 9
- Farmington Hills – February 10
- Grand Rapids – February 8

**MISSISSIPPI**
- Jackson – February 7

**NEW HAMPSHIRE**
- Manchester – November 4
- Portsmouth – November 3
- West Lebanon – November 2

**NEW MEXICO**
- Albuquerque – January 13

**NORTH DAKOTA**
- Bismarck – December 2
- Minot – December 1

**NEW HAMPSHIRE**
- Manchester – November 4
- Portsmouth – November 3
- West Lebanon – November 2

**NEW YORK**
- Syracuse – November 28
- Utica – December 6

**MISSOURI**
- Springfield – January 1

**OHIO**
- Columbus – November 12
- Cleveland – December 1

**OKLAHOMA**
- Tulsa – January 11

**OREGON**
- Portland – February 1

**PENNSYLVANIA**
- Harrisburg – November 28

**SOUTH CAROLINA**
- Charleston – December 12

**TEXAS**
- Dallas – February 6

**VERMONT**
- Rutland – November 1

**WISCONSIN**
- Appleton – February 6
- Brookfield – February 8
- Madison – February 7

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

To enroll, call toll-free **1-800-873-7545** or see page 51.
The Supervisor’s Role as Trainer & Coach

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

SUPREIOR knowledge and experience don’t always translate into the ability to teach others. And that’s exactly why you need this fun and informative one-day seminar. It’s jam-packed with proven strategies and expert techniques to help you train your staff more effectively, improving their efficiency and making you a better overall manager. Learn how the right training and coaching from you can send your team’s productivity through the roof!

**Bring this training to your office! See page 52 for on-site details.**

Attend this seminar FREE with STAR12! See page 51 for details.

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</table>

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

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Facilities Management

**TWO-DAY WORKSHOP**

$399 per person • When 3 attend, a 4th is free

Filled with strategies and solutions used by leading facility managers, this two-day workshop will get you up to date on the most pressing issues you face today. We’ve studied and researched industry leaders, benchmarks and the latest trends in order to deliver the most cutting-edge information you need to do your job effectively and efficiently. From spacing issues and managing costs to meeting tough federal guidelines and leading and managing a diverse team, this course covers it all.

**Bring this training to your office! See page 52 for on-site details.**

Attend this seminar FREE with STAR12! See page 51 for details.

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<thead>
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<th>State</th>
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THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

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To enroll, call toll-free 1-800-873-7545 or see page 51.
Leadership & Management Skills for Women

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

To enroll, call toll-free 1-800-873-7545 or see page 51.

Developed by the National Businesswomen’s Leadership Association, this intensive one-day workshop is designed to build on the inherent talents and strengths to help women become more effective, more confident and more successful. Invest just one day from your busy schedule, and you’ll gain the essential techniques and strategies sure to bring you career success for years to come. Don’t miss this chance to build your skills fast to become a highly effective, inspiring leader others are eager to follow!

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

**ALABAMA**
Mobile – February 27

**CONNECTICUT**
Cromwell – November 17
Waterbury – November 18

**DELAWARE**
Dover – December 19

**DISTRICT OF COLUMBIA**
Washington, DC – Dec. 20

**GEORGIA**
Athens – January 26
Atlanta – January 25
Atlanta – February 28
Augusta – January 27

**MARYLAND**
Annapolis – November 29
Baltimore – November 28
College Park – November 30
Frederick – December 1

**MASSACHUSETTS**
Andover – November 15
Boston – November 14
Worcester – November 16

**MISSISSIPPI**
Jackson – January 11

**NEBRASKA**
Omaha – February 15

**NEW YORK**
Albany – January 30
Binghamton – January 31
Buffalo – February 2
Ithaca – February 1
Melville – December 6
New York – December 7

**NORTH CAROLINA**
Greensboro – February 14
Raleigh – February 13

**PENNSYLVANIA**
Allentown – December 8
Harrisburg – January 25
Lancaster – January 24
Philadelphia – December 9

**TEXAS**
Austin – November 10
San Antonio – November 9

**VIRGINIA**
Charlottesville – December 13
Fairfax – December 2
Fredericksburg – December 14
Richmond – December 15
Roanoke – December 12
Virginia Beach – December 16

**Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar**

**Upcoming management Webinars:**

- Top 10 Management Survival Skills for First-time Supervisors
- Managing and Motivating the Most Challenging Employee Types
- Employee Development Plans 101
- Taking Control of Tough Performance and Attitude Problems

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

**You may also be interested in ...**

**Supervisors Success Secrets**
Prepare to seize the rewards a supervisory role has by honing your skills and shaping your style. Discover a set of proven principles, achievable traits and common characteristics that will set the stage for your success.

Item No. 10-9116-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

**Coaching Your Team to Higher Performance**
More than ever, managers are being required to quickly build teams that deliver results. This guide walks you through the four stages of team development and how to fulfill your complicated role as a coach at each stage.

Item No. 10-9114-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 51.
EXCEL TRAINING

If you’ve ever thought “There’s gotta be a better, faster way” to get things done in Excel, welcome to NST’s Excel training material. Although it is one of the world’s most used software programs, Excel can be one of the most infuriating as well. Wouldn’t it be nice to get the job done faster with less frustration? Boost your productivity, take back your valuable time and make your life at work easier when you put the power of Excel to work for you with NST’s seminars.

As a veteran Excel user, you know that the software has unlimited capabilities for making your job easier and less stressful. But learning everything Excel can do can be a daunting task. This next-level workshop will teach you the most advanced features and functions Excel offers—taking your level of proficiency from basic to advanced. After one day of training, you’ll be amazed at how this powerful program can work for you.

**Bring this training to your office! See page 52 for on-site details.**

Attend this seminar FREE with STAR12!
See page 51 for details.

**ADVANCED TRAINING FOR MICROSOFT® EXCEL®**

**ONE-DAY WORKSHOP**

$179 per person • When 3 attend, a 4th is free

**CALIFORNIA**
- Bakersfield – November 4
- Fresno – November 3
- Modesto – November 1
- San Diego – November 18
- San Jose – November 2

**HAWAII**
- Honolulu – November 21

**IOWA**
- Spencer – February 28

**KANSAS**
- Overland Park – January 20
- Salina – January 12
- Topeka – January 19
- Wichita – January 13

**MISSOURI**
- Joplin – January 18

**NEW YORK**
- Binghamton – December 9

**OHIO**
- Akron – February 13
- Independence – February 14
- Youngstown – February 15

**PENNSYLVANIA**
- Allentown – December 12
- Reading – December 19
- York – December 20

**SOUTH DAKOTA**
- Sioux Falls – February 27

**TEXAS**
- Austin – February 1
- Beaumont – February 2
- College Station – December 9
- Corpus Christi – December 2
- Dallas – November 18
- Dallas – December 7
- Galveston – November 15
- Houston – November 16
- Houston – December 8
- McAllen – November 14
- Midland – January 30
- San Antonio – January 31
- Waco – November 17

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

To enroll, call toll-free 1-800-873-7545 or see page 51.
Learn the user-friendly shortcuts, tips, tricks and time-saving commands that busy professionals like you swear by to get the most out of Microsoft Excel. This skill-boosting one-day workshop is designed specifically to uncover the many ways Excel can make your job easier. Your expert instructor will use our exclusive hands-off training approach that features state-of-the-art projection equipment. This method guarantees that you’ll learn—and retain—a maximum amount of information in a minimum amount of time!

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

ARKANSAS
Fayetteville – February 21
Little Rock – February 22

GEORGIA
Macon – February 28

MAINE
South Portland – November 3

MASSACHUSETTS
Andover – December 6
Boston – December 5

NEW YORK
Buffalo – December 7
East Syracuse – January 13

NEW JERSEY
Edison – January 25
Parsippany – January 26

NORTH CAROLINA
Raleigh – February 27

PENNSYLVANIA
Harrisburg – January 27
Lancaster – December 13

VIRGINIA
Charlottesville – December 14
Chesapeake – December 16
Roanoke – December 15

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More Excel Training Resources

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming Microsoft Excel Webinars:

We recommend a few of our many performance-boosting one-hour Webinars:

• Mastering Microsoft® Excel® PivotTables
• How to Use Microsoft® Excel® PivotTables to Easily Summarize and Analyze Data

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

You may also be interested in ...

Microsoft® Excel® Video Training Series 2016 | 2013

Microsoft® Excel® 2016

These training videos are guaranteed to show you something you never knew, to teach you a faster way to do an everyday task and to make your life easier and less stressful.

Includes: Microsoft® Excel® 2016 PivotTables, Microsoft® Excel® 2016 Charts & Graphs and Microsoft® Excel® 2016 Shortcuts

Item No. 10-8306-60002; three DVD-ROMs
SPECIAL CATALOG PRICE: $199.95

Microsoft® Excel® 2013

Excel just keeps getting better and better! We’ve wrapped up the best parts in our new DVD training series so you can learn fast.

Includes: Microsoft® Excel® 2013 PivotTables, Microsoft® Excel® 2013 Charts & Graphs and Microsoft® Excel® 2013 Shortcuts

Item No. 10-8305-60002; three DVD-ROMs
SPECIAL CATALOG PRICE: $199.95

To enroll, call toll-free 1-800-873-7545 or see page 51.
One of the most important takeaways from a SkillPath seminar is that communication is a two-way street. And while we seem to concentrate on how and what we are saying, sometimes we need to take a look at how and what we are hearing, as well.

You know how to listen. But are you doing it? The average person hears and understands 400 words per minute. Average talking speed, however, is only 125 words per minute. This differential allows our brains to wander, and make grocery lists and think about other tasks, and keeps us from being fully engaged listeners.

The number one cause of confusion at work (and most times conflict) comes from people not hearing each other. With so many distractions, high levels of stress, packed schedules, it’s hard to focus on what people around you are saying.

In order for effective communication to occur, active listening must take a crucial role. While most people feel they are good listeners, few have truly mastered the skills of active listening. Active listening involves concentrated effort and practice in order to truly grasp what is being “said” and respond appropriately.

Keep these six key strategies in mind to ensure effective listening:

1. **Tune in to the speaker**
   - Eliminate distractions, turn your body toward the speaker and present an open facial expression that encourages the speaker to continue.

2. **Ask for an overview statement**
   - It will let you know what to listen for and it will help the speaker stay on track.

3. **Take notes**
   - This strategy will let the speaker know that you are interested in what he or she has to say, and it will keep you focused on the content. Taking notes will also slow your brain down so that you are focusing on what the speaker is saying rather than your response.

4. **Weigh the totality of the message**
   - Notice the speaker’s delivery style, but don’t take it too seriously. Don’t judge the message based solely on the speaker’s style—he or she may be nervous or just a poor speaker in general; pay attention to both the verbal and the nonverbal communication.

5. **Paraphrase the message**
   - Repeat the message back to the speaker in your own words. Sum up the message and ask for clarification where needed.

6. **Take a moment to consider what was said before you respond**
   - If you are actually listening rather than formulating your response, you will need this time to develop your response or questions.

Active and interactive listening is vital to encouraging effective listening. While effective listening takes practice, time and effort, it can lead to effective communication and eventually save you time and effort. Active listening is hard work at first. But it is so worth it—nothing improves work relationships faster.

You can find more helpful career tips and articles at [http://www.skillpath.com/blog](http://www.skillpath.com/blog).
The Copywriter’s Workshop

TWO-DAY WORKSHOP
$899 per person  •  When 3 attend, a 4th is free

To enroll, call toll-free 1-800-873-7545 or see page 51.

COMMUNICATION & MARKETING

Successful business professionals have one thing in common—the ability to positively communicate to others. No matter how awkward you might feel you are, the skills you’ll take away from an NST seminar are sure to make you a more credible, confident, persuasive communicator the very next day.

Great copywriting will make your marketing materials, Web traffic and customer engagement all see instant improved results. And you don’t need to be Hemingway to learn how to create fresh and evergreen content for your organization. No matter if your message is a 140-character Tweet or an eight-page sales letter, the skills you take from this two-day event will ensure that your copy is powerful and effective. You’ll walk away knowing how to grab your readers’ attention and hold on to it.

Bring this training to your office! See page 52 for on-site details.

THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

ALABAMA
Birmingham – February 15 – 16
Mobile – February 13 – 14

ARIZONA
Tucson – February 2 – 3

CALIFORNIA
Fresno – January 25 – 26
Modesto – January 23 – 24

FLORIDA
Ft. Lauderdale – Nov. 3 – 4
Jacksonville – November 1 – 2
Orlando – January 19 – 20
Tampa – January 17 – 18

GEORGIA
Atlanta – November 9 – 10

IDAHO
Boise – December 14 – 15

INDIANA
Indianapolis – Dec. 13 – 14

MARYLAND
Baltimore – November 1 – 2

MINNESOTA
Bloomington – Feb. 23 – 24

NEW JERSEY
Freehold – Nov. 30 – Dec. 1

NEW MEXICO
Albuquerque – Jan. 31 – Feb. 1

NEW YORK
Melville – November 14 – 15
New York – November 16 – 17
Syracuse – Nov. 30 – Dec. 1

NORTH CAROLINA
Asheville – November 15 – 16
Charlotte – February 27 – 28

OHIO
Beachwood – Dec. 19 – 20
Columbus – Nov. 30 – Dec. 1
Dayton – December 15 – 16
Toledo – November 28 – 29

OKLAHOMA
Tulsa – January 12 – 13

Pennsylvania
Allentown – November 28 – 29
King of Prussia – Nov. 3 – 4

Puerto Rico
San Juan – November 9 – 10

SOUTH CAROLINA
Charleston – November 7 – 8

TENNESSEE
Knoxville – Jan. 31 – Feb. 1
Nashville – February 2 – 3

TEXAS
McAllen – January 11 – 12

VIRGIN ISLANDS
St. Thomas – November 7 – 8

VIRGINIA
Fairfax – November 17 – 18
Fredericksburg – January 17 – 18
Winchester – January 19 – 20

WASHINGTON
Spokane – December 12 – 13

WISCONSIN
Madison – December 8 – 9
Milwaukee – December 6 – 7

To enroll, call toll-free 1-800-873-7545 or see page 51.
Social Media Marketing

**TWO-DAY WORKSHOP**

$299 per person • When 3 attend, a 4th is free

To be successful in the modern world, you need to have a social media presence—but having a bad presence can be worse than having no presence at all. Organizations that are effectively using social media have one thing in common: They have a clearly defined plan. They know what they want to achieve from their efforts, which tools work best for their needs and how to get results. When you leave this in-depth, two-day course, you’ll know all of that and more. Enroll today!

**Bring this training to your office! See page 52 for on-site details.**

**Attend this seminar FREE with STAR12!**
See page 51 for details.

**ALASKA**
Anchorage – December 8 – 9

**CALIFORNIA**
Anaheim – January 17 – 18
Pasadena – January 19 – 20
Sacramento – Nov. 14 – 15

**FLORIDA**
Sarasota – December 12 – 13

**GEORGIA**
Atlanta – December 14 – 15
Savannah – February 21 – 22

**HAWAII**
Honolulu – February 27 – 28

**INDIANA**
Evansville – January 26 – 27

**IOWA**
Des Moines – February 15 – 16

**KENTUCKY**
Lexington – January 24 – 25

**MASSACHUSETTS**
Worcester – January 17 – 18

**MINNESOTA**
Bloomington – January 23 – 24
Duluth – January 17 – 18
Mankato – January 25 – 26
St. Cloud – January 19 – 20

**NEW HAMPSHIRE**
Portsmouth – January 19 – 20

**NEW JERSEY**
Cherry Hill – December 19 – 20

**NEW YORK**
Buffalo – November 15 – 16
New York – November 2 – 3
Syracuse – November 17 – 18

**NORTH CAROLINA**
Greensboro – December 1 – 2

**NORTH DAKOTA**
Fargo – December 12 – 13

**OHIO**
Columbus – February 6 – 7

**OKLAHOMA**
Tulsa – February 13 – 14

**PENNСLYVANIA**
Harrisburg – February 8 – 9

**SOUTH CAROLINA**
Charleston – February 23 – 24
Columbia – November 29 – 30

**TEXAS**
El Paso – November 16 – 17
Houston – November 14 – 15

**UTAH**
Salt Lake City – Nov. 16 – 17

**VIRGINIA**
Richmond – December 7 – 8
Roanoke – December 5 – 6

**WASHINGTON**
Spokane – December 5 – 6

**WISCONSIN**
Appleton – December 14 – 15
Wausau – December 12 – 13

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

Essential Skills of Dynamic Public Speaking

**ONE-DAY WORKSHOP**

$249 per person • When 3 attend, a 4th is free

Like many businesspeople, you may suffer from presentation butterflies or get so tongue-tied the words just won’t come. If you occasionally “um” and “ah” your way through a presentation, this workshop is just what you need to boost your confidence and credibility. From an audience of one to an audience of 100—or more—we can help you gain the vital skills you need to sail right through any presentation.

**Bring this training to your office! See page 52 for on-site details.**

**Attend this seminar FREE with STAR12!**
See page 51 for details.

**CALIFORNIA**
Irvine – December 5

**ILLINOIS**
Chicago – February 15
Oak Brook – February 14

**INDIANA**
Indianapolis – November 30

**OHIO**
Columbus – November 29
Independence – February 13

**WISCONSIN**
Brookfield – December 1
Madison – December 2

**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

To enroll, call toll-free 1-800-873-7545 or see page 51.
Contrary to popular belief, the ability to communicate with finesse and diplomacy isn’t a gift that some are born with and the rest of us lack. It’s a skill that can be learned and mastered, just like any other skill—and this special one-day training offers the easiest, most effective way to build these essential communication skills. Learn the secrets to being seen as a polished, influential professional who garners respect and builds positive relationships with ease!

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

ALABAMA
Huntsville – December 5
ARIZONA
Chandler – January 13
Phoenix – February 15
Tucson – January 12
CALIFORNIA
Anaheim – January 23
Bakersfield – February 3
Burbank – January 24
Concord – January 17
Fresno – December 1
Irvine – February 23
Long Beach – January 26
Los Angeles – January 25
Modesto – November 30
Monterey – January 19
Ontario – February 24
Palo Alto – January 18
Pasadena – January 27
San Diego – December 2
Torrance – February 22
Ventura – February 21
HAWAII
Honolulu – November 28
INDIANA
Indianapolis – February 16
South Bend – November 18
KENTUCKY
Lexington – November 30
Louisville – December 1
MASSACHUSETTS
Andover – January 25
Boston – January 24
Braintree – January 23
MICHIGAN
Bay City – November 16
Flint – November 17
Traverse City – November 15
Troy – November 28
MINNESOTA
Bloomington – November 4
Duluth – November 3
NEVADA
Las Vegas – February 16
NEW MEXICO
Albuquerque – February 14
Farmington – February 13
OHIO
Cincinnati – November 29
Columbus – January 24
OKLAHOMA
Oklahoma City – December 1
OREGON
Eugene – February 2
Portland – January 31
Salem – February 1
TENNESSEE
Chattanooga – December 15
Johnson City – December 8
Knoxville – December 14
Memphis – December 16
TEXAS
Abilene – November 14
Arlington – January 18
Austin – November 15
College Station – November 16
Corpus Christi – November 17
Dallas – January 19
Houston – January 20
Houston – February 27
McAllen – November 18
WASHINGTON
Everett – February 28
Olympia – January 30
Spokane – February 27

To enroll, call toll-free 1-800-873-7545 or see page 51.
## Digital Marketing Boot Camp

**TWO-DAY WORKSHOP**

$299 per person • When 3 attend, a 4th is free

Want a real return on investment for your marketing strategies in half the time? This new workshop cuts through the hype and the buzzwords to teach you strategies that get the results YOU need. In two fast-paced days, you’ll learn to build an effective digital marketing strategy, reach your target audience and increase your visibility in an extremely competitive landscape. Results matter. Enroll today!

**Bring this training to your office! See page 52 for on-site details.**

<table>
<thead>
<tr>
<th>Location</th>
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<tr>
<td><strong>ARKANSAS</strong></td>
<td>Little Rock – December 7 – 8</td>
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<td><strong>CALIFORNIA</strong></td>
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<td><strong>LOUISIANA</strong></td>
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<td><strong>MARYLAND</strong></td>
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<td>Albany – December 12 – 13</td>
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<td>Oklahoma City – Nov. 14 – 15</td>
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<td><strong>OREGON</strong></td>
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<td>Memphis – January 19 – 20</td>
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<td><strong>TEXAS</strong></td>
<td>San Antonio – Nov. 16 – 17</td>
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<td><strong>VERMONT</strong></td>
<td>Burlington – December 14 – 15</td>
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### Attend this seminar FREE with STAR12!

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### THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM

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## Business Grammar & Proofreading

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

This skill-packed program is designed for busy professionals like you who want to create powerful, persuasive and more effective written communications. We’ve boiled down hundreds of grammar and writing rules to “the most important of the most important,” focusing on those skills that will make the biggest, most immediate impact on your career. Don’t wait any longer to get the crucial writing skills you need to shine like the credible, capable professional you are.

**Bring this training to your office! See page 52 for on-site details.**

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<th>Location</th>
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<td><strong>ARKANSAS</strong></td>
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<td><strong>WEST VIRGINIA</strong></td>
<td>Charleston – January 27</td>
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To enroll, call toll-free **1-800-873-7545** or see page 51.
As a professional, there are few things you can do that will hurt your career more than being a poor communicator. Even if you consider yourself a good communicator, there’s a good chance you’re committing some of the cardinal sins of communication without even realizing it. This one-day training workshop will help you identify and eliminate things you’re doing that are negatively affecting your communication, making you more effective and productive immediately.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming communication Webinars:
We recommend a few of our many performance-boosting one-hour Webinars:

- **Social Listening: Strategies for Monitoring Social Media Sites for Business Success**
- **Communicating With Tact & Finesse**
- **Business Writing Tips**
- **Create Better Understanding Through Active Listening**

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

You may also be interested in ...

**Assertive Communication Skills**
Gain insight into why communication breaks down and learn simple, solid steps that’ll spare you from interpersonal interactions that turn into emotional battlegrounds.

Item No. 10-9119-60002; one DVD and Program Guide
CATALOG PRICE: $99.95

**High-Impact Communication**
The tools professionals use to communicate are changing quickly and dramatically. Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.

Item No. 10-9113-60002; one DVD and Program Guide
CATALOG PRICE: $99.95

To enroll, call toll-free 1-800-873-7545 or see page 51.
PROFESSIONAL DEVELOPMENT

If you want to get ahead in life, there’s only one person you can count on—yourself. Whether it’s new skills, new attitudes or a boost in confidence, developing and growing your career talents is critical to your future success in an ever-changing business climate. NST’s professional development seminars combine entertaining and enjoyable activities with hard-hitting career strategies to help you achieve all your business goals.

Managing Multiple Priorities & Projects

ONE-DAY WORKSHOP

$149 per person • When 3 attend, a 4th is free

Designed for the way professionals work today, this training is cutting edge, on point and packed with the latest project management techniques and prioritizing tools. You’ll pinpoint old habits and behaviors that are wasting your precious time and sabotaging your efforts, and then learn to replace them with the success habits all top achievers share. Enroll today and stay in control of projects and priorities while meeting your objectives, deadlines and budgets.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

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To enroll, call toll-free 1-800-873-7545 or see page 51.
The Extraordinary Administrative Professional

**ONE-DAY WORKSHOP**

$149 per person • When 3 attend, a 4th is free

**CALIFORNIA**
Concord – January 12
Oakland – December 15
Palo Alto – January 13
Sacramento – December 14
San Francisco – December 13
San Jose – December 16

**COLORADO**
Colorado Springs – Nov. 4
Denver – November 2
Golden – November 3

**DELAWARE**
Dover – January 31

**DISTRICT OF COLUMBIA**
Washington, DC – February 27

**ILLINOIS**
Bloomington – November 30
Chicago – December 2
Rockford – December 1

**KENTUCKY**
Louisville – January 25

**MARYLAND**
College Park – January 30

**MINNESOTA**
Bloomington – November 7

**MISSOURI**
Kansas City – November 10

**MONTANA**
Billings – November 15
Helena – November 16
Missoula – November 17

**NEW JERSEY**
Cherry Hill – January 12
Parsippany – January 13

**OHIO**
Cincinnati – January 26

**PENNSYLVANIA**
Philadelphia – February 1

**WASHINGTON**
Bellevue – November 1

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Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12!
See page 51 for details.

Strengthening Your People Skills in the Workplace

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

**CALIFORNIA**
Concord – December 7
Sacramento – December 5
San Francisco – December 8
San Jose – December 9
Santa Rosa – December 6

**MASSACHUSETTS**
Boston – January 18

**MISSOURI**
St. Louis – February 10

**NEW HAMPSHIRE**
Manchester – January 19

**NEW YORK**
New York – January 12
New York – February 22

**OHIO**
Cincinnati – November 15
Columbus – November 14

**RHODE ISLAND**
Providence – January 17

**VIRGINIA**
Fairfax – January 13

**WASHINGTON**
Bellevue – November 1
Spokane – November 4

**WISCONSIN**
Brookfield – February 9
Eau Claire – February 7
Green Bay – February 8
Madison – February 6

To enroll, call toll-free 1-800-873-7545 or see page 51.
Organization Skills for the Overwhelmed!

**ONE-DAY WORKSHOP**

$199 per person • When 3 attend, a 4th is free

This training delivers the must-have skills to master your time and maximize your effectiveness. We’ll show you how to tell which activities are good time investments and which habits you’ve picked up are flat-out time-wasters. You’ll find out how to free up countless hours with a time management plan that is customized for the way YOU work and that will hold up in the interruption-plagued, ever-changing environment you deal with.

Bring this training to your office! See page 52 for on-site details.

Attend this seminar FREE with STAR12! See page 51 for details.

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**ALASKA**
- Anchorage – February 10
- Fairbanks – February 9

**CALIFORNIA**
- Concord – February 24
- Modesto – February 22
- Oakland – January 24
- Sacramento – February 21
- San Francisco – January 26
- San Jose – January 27
- Santa Rosa – January 25
- Sunnyvale – February 23

**IDAHO**
- Boise – January 11

**ILLINOIS**
- Arlington Heights – January 31
- Bloomington – February 2
- Chicago – January 30
- Oak Brook – February 1

**INDIANA**
- Merrillville – February 3

**IOWA**
- Cedar Rapids – January 20
- Des Moines – January 19
- Sioux City – January 18

**KENTUCKY**
- Lexington – November 4

**MINNESOTA**
- Bloomington – November 15
- Bloomington – December 6
- Duluth – December 13
- Willmar – December 14

**MISSOURI**
- St. Louis – November 1

**MONTANA**
- Billings – November 29
- Bozeman – November 30
- Helena – December 1
- Missoula – December 2

**NEBRASKA**
- Omaha – January 17

**NEVADA**
- Henderson – November 21

**NORTH DAKOTA**
- Fargo – December 15

**OKLAHOMA**
- Oklahoma City – December 14
- Tulsa – December 13

**OREGON**
- Eugene – January 19
- Medford – January 20
- Portland – January 17
- Salem – January 18

**SOUTH DAKOTA**
- Rapid City – November 16
- Sioux Falls – December 5

**TEXAS**
- Austin – November 1
- El Paso – November 9
- Houston – November 3
- San Antonio – November 2

**UTAH**
- Salt Lake City – November 10

**VIRGINIA**
- Charlottesville – December 12
- Fredericksburg – December 13
- Winchester – December 14

**WASHINGTON**
- Everett – January 12
- Seattle – January 13

**WISCONSIN**
- Brookfield – February 10
- Green Bay – February 9
- La Crosse – December 12
- Madison – February 8

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**THESE DATES ARE FOUND EXCLUSIVELY AT NATSEM.COM**

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**More Professional Development Resources**

Reinforce the skills found in any of our face-to-face seminars with a LIVE Webinar

Upcoming professional development Webinars:

We recommend **Assertiveness Skills for Women, Negotiation and Persuasion Skills** and **Handling Confrontational Customers**, three of our upcoming one-hour Webinars.

Convenient, affordable and full of bottom-line information—you can’t afford to miss them.

See page 27 for a schedule and more information.

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You may also be interested in ...

**Time Management Tune-up**

Today, the new “normal” is having more work to do and the overwhelming sense that there’s no time to get it all done. Learn simple tips to help you allocate your time, overcome bad habits and enjoy the extra hours you’ll gain.

Item No. 10-9115-60002; one DVD and Program Guide

**CATALOG PRICE: $99.95**
IMPORTANT INFORMATION

Whatever your method of registration, be sure to enroll right away since space is limited. As soon as we receive your enrollment, we’ll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn’t arrive before the workshop, be sure to go anyway. We’ll be expecting you. Walk-in registrations are welcome on a space-available basis only.

Your tuition is tax deductible. Even the government smiles on professional education. All expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills are tax deductible according to Treasury Regulation 1.162-5 Coughlin v. Commissioner, 203 F2d 307.

Cancellations and substitutions. Cancellations received up to five business days before the workshop are refundable, minus a registration service charge. After that, cancellations are subject to the entire workshop fee, which you may apply toward a future workshop. Please note that if you don’t cancel and don’t attend, you are still responsible for payment. Substitutions may be made at any time.

Continuing Education Credits: NST offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars. Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Be sure to save your Certificate of Attendance and course outline—and contact your professional licensing board or organization to verify specific requirements.

Group discount: When three people enroll together in an NST seminar, a fourth may attend FREE! Group discounts apply to live NST seminar registrations only and cannot be used for the STAR12 program or on-demand seminars.

Did you know?

You can get FREE access to all the training dates in this catalog at one low price!

ONE FULL YEAR for only $499! It’s a fantastic deal based on the unlimited seminar attendance* alone … but that’s only the beginning. Your STAR12 pass unlocks 24/7 access to on-demand seminars … more than 350 Webinars, with new titles added every month … quick-tip videos … and much more!

What’s a deal like that worth to you and your career? Priceless.

*Unlimited seminars applies to all one- and two-day seminars priced $399 or less.

For all that, passes are just $499

Corporate pricing is available—call for details

Become a passholder today!

Call 1-800-873-7545 or visit us online at www.skillpath.com/star12.

Five EASY WAYS TO ENROLL in an NST Workshop

1. BY PHONE:
   For the fastest service, call us toll-free at 1-800-873-7545.

2. ONLINE:
   Enroll online at www.natsem.com.

3. BY EMAIL:
   Email your enrollment to us at cstserv@natsem.com.

4. BY FAX:
   Fax your enrollment 24 hours a day. Our fax number is 1-913-362-4241. Be sure the fax includes credit card or tax-exempt information.

5. BY MAIL:
   Mail your enrollment to us at:
   NST
   P.O. Box 804441
   Kansas City, MO 64180-4441

Please include: Name and mailing address, workshop and session you wish to attend, your VIP number as it appears on your mailing label, approving manager and billing information.
BRING THIS TRAINING TO EVERYONE—TAILORED TO MEET YOUR NEEDS

Training for everything so you can accomplish anything

Improve the performance of your staff and positively impact your bottom line with a tailored training solution from NST.

Using multiple training tools and learning resources, we work with you to eliminate the skill gaps in your organization and cultivate a highly proficient staff. Our sole mission is to provide the results-driven training you need, when and where you need it, and at a price that’s cost-effective for you and your organization.

Our training solutions include:

- **On-site seminars**—choose from hundreds of training topics and bring one of our expert trainers to your organization
- **E-learning**—on-demand seminars and Webinars, online courses, professional certifications
- **Blended learning**—a tailored learning solution that combines live, instructor-led learning with convenient online training
- **Train-the-trainer certification**—our flexible and client-focused approach will provide your organization with the highest-impact train-the-trainer solution
- **Content licensing**—we can customize a course for your business or you can choose from one of our 250+ courses ready for immediate delivery
- **Coaching sessions**—executive, group or one-on-one coaching is a critical element in maximizing your organization’s training investment
- **Management engagement**—educate your management team about your training objectives and goals
- **Keynote speaking**—no matter what style of keynote presentation you’re looking for, one of our keynote speaking professionals can deliver
- **Live Webinars**—live, instructor-led training from the comfort and convenience of a participant’s office or conference room
- **STAR12**—unlimited access to seminars, Webinars and online learning tools for one year

NST offers tailored training that delivers measurable results ... engages and inspires your team for maximum retention ... and provides innovative content that meets your goals. There’s simply no better way to get your team up to speed fast while getting every professional in your organization on the same page at the same time.

To learn more about NST on-site training solutions, visit: [www.natsem.com/CorporateTraining](http://www.natsem.com/CorporateTraining)
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SKILLPATH
ON-DEMAND SEMINARS

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Tips, techniques and shortcuts for getting the results you want every time you write!

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| SPECIAL CATALOG PRICE: $149 |

How to Become a Better Communicator
Essential communication skills training for managers, supervisors, team leaders and others.

| Item No. 10-9123-60002; one DVD-ROM |
| SPECIAL CATALOG PRICE: $149 |

Dealing Effectively With Unacceptable Employee Behavior
Get the productivity, cooperation and results you need without damaging relationships.

| Item No. 10-9124-60002; one DVD-ROM |
| SPECIAL CATALOG PRICE: $149 |

Managing Multiple Projects, Objectives and Deadlines
Get and keep control of concurrent projects, competing priorities and critical deadlines.

| Item No. 10-9125-60002; one DVD-ROM |
| SPECIAL CATALOG PRICE: $149 |

Excelling as a Manager or Supervisor
The essential skills and knowledge you need to become a great manager or supervisor.

| Item No. 10-9126-60002; one DVD-ROM |
| SPECIAL CATALOG PRICE: $99 |

Each seminar includes:
- Easy-to-use program menu
- HD-quality videos
- Complete course workbook and self-assessment in PDF format

To order, call toll-free 1-800-873-7545, online at www.ourbookstore.com.
BEST SELLER! Over four hours of premium content on five CD-ROMs ...

BILL CAPODAGLI PRESENTS

THE DISNEY WAY SERIES

Instill the Disney vision in your company with these five CD-ROMs based on Bill Capodagli’s best-selling book

The Disney Way Series provides comprehensive customer service training and management strategies from Disney expert and best-selling author Bill Capodagli, who has made a career of analyzing the incredible business phenomenon that is Disney. With this five-part program, companies large and small can bring greater vision and innovation to their business operations and achieve success beyond their highest expectations. Bill shows you how to employ the same leadership, creativity and customer service secrets that Disney uses to tackle your most daunting business challenges.

The Disney Way Series includes five contemporary, fun and informative modules to watch individually or as a group and to test your grasp of the material. Get yours today!

Item No. 20-8305-60002; 5 CD-ROMs and program assessments
SPECIAL CATALOG PRICE: $199.95

WHAT’S INCLUDED:

Innovate—The Pixar Way:
Go on a tour of the most innovative, creative organization in the world. You’ll learn how to believe in your team ... how to jump in and try something different ... how to create your own corporate playground ... and more.

The Disney Way:
Learn the inside story behind the Disney empire’s phenomenal success, including the brilliant strategies and principles you can easily adapt in your own company to create your pathways to excellence.

Customer Service—The Disney Way:
Walt Disney fully understood that every aspect of business is “show business” and every customer encounter means an employee is on stage. Learn the secret to dazzling customers in every encounter to win their loyalty for life.

Creativity—The Disney Way:
The Disney creative genius extends well beyond animation, movies and theme parks to encompass the behind-the-scenes business operations as well. Discover the simplicity of Disney creativity, which culminates in a feeling throughout your organization that there is no obstacle that can’t be overcome.

Leadership—The Disney Way:
Success in business comes from passionate leadership and a relentless pursuit of excellence. There’s no better model to follow in this quest than Disney. Employ the same leadership strategies that Disney uses to tackle your most daunting business challenges.

ORDER NOW AND SAVE 50%
OUR VIDEO SOLUTIONS ...

50 Ways to Become a More Effective Leader
Stay current and energized by transforming yourself into an outstanding leader through five powerful lessons on managing people and developing your leadership skills.

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Add “project manager” to your skill set with this 60-minute DVD and reach new heights with better quality, lower costs, shorter turnarounds and higher ROI—while your stress fades away.

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Dealing With Difficult People
Don’t let problem behavior damage your relationships. Replace harmful impulses with measured, productive dialogue and de-escalate personality clashes in your workplace.

Item No. 10-9118-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Coaching Your Team to Higher Performance
More than ever, managers are being required to quickly build teams that deliver results. This guide walks you through the four stages of team development and your role.

Item No. 10-9114-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Supervisors Success Secrets
Seize the rewards a supervisory role has by honing your skills and shaping your style. Discover a set of proven principles and common characteristics that will set the stage for your success.

Item No. 10-9116-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Assertive Communication Skills
Gain insight into why communication breaks down and learn simple, solid steps that’ll spare you from interpersonal interactions that turn into emotional battlegrounds.

Item No. 10-9119-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Powerful Presentation Skills
It doesn’t matter if you’re making an informal or full-blown presentation ... you need a winning speaking style. Get the preparation and critical delivery skills you need to overcome any uneasiness you may have in order to make a dynamic presentation.

Item No. 10-9120-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

High-Impact Communication
The tools professionals use to communicate are changing quickly and dramatically. Learn the secrets of high-impact communication and how to apply them to achieve your goals, influence others and get results.

Item No. 10-9113-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Leadership Best Practices
Survey the traits and best practices of legendary leadership thought leaders with this 60-minute DVD, and create a road map to success in your own leadership role, career and organization.

Item No. 10-9117-60002; one DVD and Program Guide
SPECIAL CATALOG PRICE: $99.95

Dealing With Difficult People
Don’t let problem behavior damage your relationships. Replace harmful impulses with measured, productive dialogue and de-escalate personality clashes in your workplace.

Item No. 10-9118-60002; one DVD and Program Guide
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