



Mike Roberts  
President, PDS

*"Give me one day with your people, and I'll give you employees you can count on in tough times."*



## **The Ultimate Supervisor**

*Gain the essential skills you need to become a great manager or supervisor.*

**This powerful workshop focuses on the special challenges supervisors and managers face every day. You will learn practical, real-world techniques and proven skills for achieving results day in and day out. These "must have" management skills have proven themselves time and time again with organizations across the country.**

### **Workshop Agenda**

- **The Role of the Supervisor. Leader vs. boss.**
- **How to manage projects and priorities.**
- **Indispensable daily management skills.**
- **Communication skills that make a difference using 10 powerful words.**
- **Building your superstar team. The one thing that makes the difference.**
- **The challenge of change.**

### **Experience These Benefits**

- ✓ **How to develop your natural leadership style.**
- ✓ **Using delegation to empower your team, and keep the "monkey" off your back.**
- ✓ **Why bosses turn people off—and leaders turn people on.**
- ✓ **How to deal with conflict without escalating the problem.**

*"Your unique style is entertaining, and at the same time it is impossible for a person to leave one of your sessions without feeling motivated and inspired by what they have learned."*

**Pamela Stephens, President  
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