

PERFORMANCE CONFERENCE

March 20, 2002

WHAT Is a Performance Conference?

- ❑ AN EXTRAORDINARY ONE-DAY EVENT FOCUSED ON STRENGTHENING YOUR PERFORMANCE IN THE WORKPLACE.
- ❑ PERSONALIZED SCHEDULE – CHOOSE THE SESSIONS THAT MATCH YOUR NEEDS.
- ❑ PRACTICAL SOLUTIONS FROM EXPERIENCED BUSINESS LEADERS.

**ENROLL TODAY
SPACE IS
LIMITED**

WHO Should Attend?

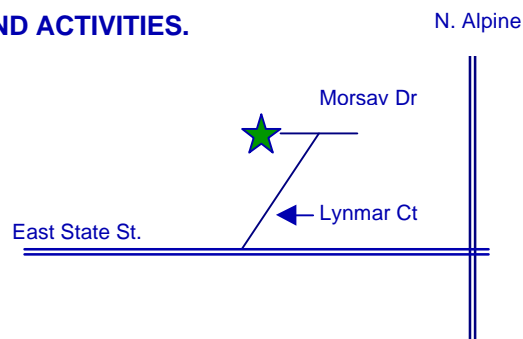
- ❑ BUSINESS LEADERS AT EVERY FUNCTIONAL LEVEL
- ❑ ANYONE WHO WANTS TO ENHANCE THEIR EXPERTISE
- ❑ ANYONE WHO WANTS TO INCREASE THEIR ORGANIZATIONAL PRODUCTIVITY AND PROFITS

WHY Should You Attend?

- ❑ TOPICS FOCUSED ON SOLUTIONS TO TODAY'S CRITICAL BUSINESS ISSUES.
- ❑ OPPORTUNITY TO NETWORK WITH OTHER BUSINESS LEADERS.
- ❑ HIGHLY INTERACTIVE AND INFORMATIVE SESSIONS SUPPORTED BY EXPERIENCED EXPERTS.
- ❑ PRACTICAL, REAL-WORLD TOOLS AND TECHNIQUES THAT RESULT IN IMMEDIATE POSITIVE IMPACTS.
- ❑ RECEIVE A CD WITH SESSION HANDOUTS AND USEFUL INFORMATION.
- ❑ ACHIEVE IMPROVED RESULTS FOR YOU AND YOUR ORGANIZATION.
- ❑ ENGAGE IN POST-CONFERENCE DISCUSSIONS AND ACTIVITIES.
- ❑ EARN A CERTIFICATE OF ACHIEVEMENT.

WHERE Is it Located?

Recently Renovated Conference Rooms at:
Northern Illinois Library System (NILS)
4021 Morsay Drive
Rockford, Illinois



PRESENTED BY:



ROCK VALLEY CHAPTER
American Society for Training & Development (ASTD) is the world's premier professional association and leading resource on workplace learning and performance issues.

COSPONSORED BY:



SESSION SCHEDULE

Customize Your Learning - Select One Topic from Each Session!

For More Information, or to Register Online – ManagersForum.com/ASTD/Performance.htm

Registration and Refreshments 8:00am – 8:30am

	PEOPLE	PROCESSES	PERFORMANCE
SESSION ONE 8:30am to 10:15am	SKILLS OF POWER <i>Six Skills to Strengthen Your Effectiveness</i> Freida Curry This dynamic and interactive session will focus on the skills you already have, plus identify and develop the skills you need to enhance the power of your performance. The six skills of power are...vision, attitude and perspective, effective listening, empowering questions, negotiation, and decision-making.	THE LANGUAGE OF BUSINESS <i>Learn How to Become Financially Fluent</i> John Kerrigan Discover how to speak the language of business and communicate with credibility and authority. Participate in hands-on interactive software simulations that are fun and focused on helping you learn how to become financially fluent and to improve communication and productivity at all levels of your organization.	BUILDING A TURBO ORGANIZATION <i>Fast & Flexible Business Processes</i> Richard Ligus Time has become the competition. Agility and flexibility are the keys to winning your race against your competition. Learn organizational strategies that streamline processes, reduce costs, increase information flow, quicken decision-making, and support cohesive, focused teams.
SESSION TWO 10:30am to 12:15pm	EMPLOYEE RETENTION MAKES GOOD CENTS <i>Creating and Maintaining a Superior Work Force</i> Daniel Whitley Learn how to take proactive steps to retain the "stars" of your organization and make your average employee a better one by applying the strategies that best fit your organization. Reduce your costs and increase your quality by focusing on creating an environment that increases your ability to attract, support and maintain a superior workforce.	ADAPT OR DIE <i>Increasing Capability, Adaptability & Productivity</i> Christie Mason Business is a continuous cycle of action and reaction to changes in your internal and external environment. Each change challenges your ability to survive. Learn how to develop a web of information that helps you to adapt, evolve and grow. Experience efficient and effective strategies to support and expand your organizational ability to survive every challenge, to become distinct - not extinct.	INSPIRING INNOVATION <i>Rediscovering Creativity and Leading the Way to Innovation</i> Joyce Smith Would you like to bring more new ideas to the table, and help others do the same? This high-energy workshop will flip the power switch in your life and work, and give you PROVEN tools for innovative idea generation and creative communication. Bring a business problem or challenge and we'll use our collective brilliance (plus lots of tools and resources) to solve it!
SESSION THREE 1:00pm to 2:45pm	CRUCIAL CONVERSATIONS <i>Managing Interactions to Strengthen Relationships</i> Laurie Shakur People who are skilled at mastering crucial conversations are able to help individuals, teams and organizations improve performance in the areas of: Productivity, Teamwork, Accountability, Individual Influence and Diversity. In this lively and interactive session you will learn about the seven steps in Dialogue Smarts and the Six-Minute Solution.	(E3) ENHANCING EFFECTIVE EXECUTION <i>Defining & Aligning Priorities & Mission</i> Thomas Rainwater Many times it seems that your employees, clients, vendors and distributors are not only operating off of different pages - they're using different books! Learn how to get everyone to operate from the same page. Explore powerful tools that you can start to use today to enhance your performance using real world examples and hands-on interactions.	PERFORMANCE MANAGEMENT & COACHING <i>Measuring, Managing, & Expanding Performance</i> Elizabeth Pollack Learn to identify the skills necessary for performance improvement and then understand the process and skills involved in coaching for high performance. Coach employees towards achieving success and practice coaching feedback tools to enhance your expertise in coaching and employee support processes.
SESSION FOUR 3:00pm to 4:45pm	CREATING EXTRAORDINARY WORK & WORKPLACES <i>Creating Commitment and Positive Results</i> Laura Derocher & Keith Lavine Leaders who make a positive difference and create organizations where others fully use their gifts will be rewarded with employee commitment and extraordinary business results. Experience the difference between ordinary and extraordinary work; understand the benefits; learn from case studies; plan actions and take away a list of resources.	POWER TOOLS FOR CREATIVE COLLABORATION <i>Strategies to Discover Hidden Opportunities</i> Gregg Fraley Learn tools that you can use to support the creation, capture and application of effective ideas and practices that produce ideas that pay. Uncover and capitalize "hidden" possibilities and never-before-seen opportunities using low-tech tips; Explore high-tech methods and online tools to allow employees or outside experts to contribute - anytime, anywhere.	LOOKING FOR LEADERSHIP <i>Implementing Multi-Dimensional Leadership</i> Mark Borowski When faced with leadership problems, what do you consider when solving them? The answer to this and other leadership questions can be found in the <i>Looking for Leadership Model</i> . Participants will gain a multi-dimensional perspective of leadership by learning about themselves, their followers, and the organizations they work within.

REGISTER TODAY!

CONFERENCE FEE

\$149.00 Includes your choice of Four Sessions, Materials, Lunch, Refreshments, Post-Session Follow-Up Activities, Attendee CD and a Certificate of Achievement.

EARLY BIRD FEE

\$115.00 If you register prior to March 6, 2002.

OTHER DISCOUNTS

\$99.00 If you are a member of a Sponsor Organization, receive a Speaker Referral, or You Register with Someone Else

PAYMENT POLICY

The fee must be paid in full by the individual attendee or their company prior to the Conference date. Payment in full must be provided to hold and process the registration. Payments can be made by check payable to RVASTD or by Credit Card.

PLEASE REGISTER EARLY

Once the Conference reaches the enrollment limit, a waiting list will be maintained. You will be notified about your status.

CANCELLATION POLICY

Cancellations made during the ten working days prior to the workshop will be subject to a \$50.00 fee, however we welcome substitutions of employees from within the same organization.

REGISTRATION FORM

(Please copy this form for multiple registrations)

Registration Fee includes refreshments, lunch, all materials – CD with Handouts, Certificate of Achievement, Optional Post-Conference Forum

Please register me for the following conference sessions: (Enter Your Choice of Session Title)

Session 1: (8:30am) Title: _____ **Session 3:** (1:00pm) Title: _____

Session 2: (10:30am) Title: _____ **Session 4:** (3:00pm) Title: _____

Name: _____ **Title/Position:** _____

Company: _____ **Street/PO Box:** _____

City/State/Zip: _____ **Phone:** _____ **Fax:** _____

Email: _____ (Please provide to receive conference updates and follow-up information)

Discounts: (Please check appropriate boxes)

☐ Early Bird ☐ Member of Sponsor Organization ☐ Multiple Registrations ☐ Speaker Referral

Please indicate Sponsor, Speaker, or Multiple Registration Reference Name: _____

Payment Type:

☐ **Check** is enclosed for \$_____. (Please make check payable to RVASTD, mail with this form to the address below)

☐ **Credit Card** Type: _____ Number: _____ Exp Date: _____ Acct Name: _____

Register Now by:

 **Phone:** 815-232-1362  **Fax:** 815-232-1366  **Email:** lgungel@hccwdc.highland.cc.il.us

 **On-line:** www.ManagersForum.com/ASTD/Performance.htm

 **Mail:** Laurie Gungel, Highland Community College, 206 S. Galena Ave., Freeport, IL 61032