

REGISTER NOW FOR THIS ONE-DAY SEMINAR



AND California State University, Fullerton
PRESENT

People Skills: Building Better Relationships at Work

A seminar that begins ... and ends ... with you.

MONDAY, NOVEMBER 13, 2006
8:30 A.M.-4:00 P.M.
TITAN STUDENT UNION
CALIFORNIA STATE UNIVERSITY, FULLERTON

Applying Your People Skills

Many of us grew up firmly believing the wisdom of treating others the way you would like to be treated. We fondly called it The Golden Rule. We soon realized that a far more practical rule prevails: treat others the way *they* want to be treated. That's The Platinum Rule™ and you'll be learning a lot about how that works in this seminar.

Think about your interactions every day. Have you succeeded spectacularly with one person, only to hopelessly "bomb out" with another the next moment? We all have at one time or another and we probably try to shrug it off thinking "That's just the way it is." However, things don't have to be that way.

Nearly everyone acts in the workplace with his or her own preferred style of behavior. None is inherently better than others. When styles are in sync, others are more receptive to what we say or what we want. But when styles are out of sync, confusion and frustration can harm the relationship.

In this workshop you'll learn all about *your* communication style and how that style impacts the success of everyone in your work unit (or wherever you interact with others). Four distinct behavioral styles (with dozens of variations) will be identified and demonstrated with special emphasis on the respective strengths and weaknesses of each. In just one day you'll develop enough proficiency so that you'll be able to recognize the styles of others and adapt your behavior accordingly.

Includes
workplace
communication
style assessment
and 29-page report
about you



Questions?
To talk to a real
person about
this seminar,
call us toll free
at
(888) 200-4499
or
(562) 951-4403.

Systemwide Professional Development
Office of the Chancellor
California State University
401 Golden Shore
Long Beach, CA 90802
www.TheSource.calstate.edu

REGISTER ONLINE!

The DISC Profile Assessment

An integral part of this seminar is the DISC assessment and the resulting profile that each registrant will complete prior to November 13. This assessment requires 3 things of you:

- 1 access to the Internet,
- 2 10 minutes of uninterrupted time, and
- 3 your promise to be 100% honest about yourself.

Before the seminar date, you'll receive an e-mail from our office that contains a direct link to your assessment instrument. You'll be asked to look at 24 groups of 4 words and choose the one word that *most* describes you at work and the word that *least* describes you. Then, for a consistency check, you'll answer 6 more questions and then you'll submit your answers.

Within minutes your personal 29-page DISC Profile Report will appear in your email. Print it out or save it to your hard drive. The profile will reveal your behavioral style—Dominant? Interactive? Steady? Compliant?—using scales of directness and openness that each profile exhibits.

- If you're **dominant**, you tend to be direct and guarded.
- If you're **interactive**, you tend to be direct and open.
- If you're **steady**, you tend to be indirect and open.
- If you're **compliant**, you tend to be indirect and guarded.

We're sure you'll agree that this is some very interesting reading about someone with an uncanny likeness to you! But then we'll have to get down to business because every inch of that assessment will have real meaning and direct application for you.

You'll get answers to questions like

- Why are some people so difficult to get along with?
- Why won't my subordinates quit wasting my time and just get to the point?
- Why won't my boss see it my way?
- Why doesn't my co-worker get excited about work challenges like I do?
- How can I get others to take my ideas seriously?
- In what environment and under what circumstances do I perform at my best?
- How can I adapt my work behavior so that I can avoid conflict?
- Why is it that my intentions are misunderstood by my co-workers?
- Why am I the only one around here who checks the details carefully?

You'll learn about your behavioral style tendencies, strengths, and struggles; your communication preferences; what motivates you; how to identify another person's style just by observing them in action; and—most importantly—how to use adaptability for greater success with others.

In preparation for this learning event, you'll complete an online 30-item assessment and receive a 29-page comprehensive report which analyzes your unique workplace behavioral style. Your answers to the assessment reveal your dominant behavioral styles and their implications. The report explains how you respond to problems and challenges, influence others to your point of view, react to the pace of the environment and answer to the rules and procedures set by others. The report, known as the DISC Style Assessment, goes directly to your e-mail address for reading prior to the seminar. You'll have plenty of time to review the feedback on your personal strengths and motivations before joining the workshop. But you'll need to load that printer because there's a lot of stuff coming your way!

Hear an interview with Dr. Tony Alessandra talking about this seminar

Lynne Hellmer and Bonnie Burn interviewed Tony on October 6, 2006. Tony provides a good overview of DISC and what it means to you and your relationships with others. Hear the interview at <http://www.TheSource.calstate.edu>.

By the time the workshop rolls around, you'll be ready to learn how to adapt your style to all those different workplace behaviors that you encounter every day. In the end, you'll see that it isn't about changing your style or the style of those around you. It's about adapting to the styles of others and applying The Platinum Rule™: treating others how *they* want to be treated.

Who Should Attend This Seminar?

It makes no difference whether you're a manager, supervisor, individual contributor, or team member. The DISC Profile combined with the *People Skills* seminar brings it all together to help you function more effectively whether you're responsible for the work of others or you just want to get along better or function more effectively with all of the different kinds of people you interact with. All we ask is that you complete your DISC Profile well before the seminar so you'll have time to read it thoroughly...and wonder how we were able to peg you so accurately. And here's a little bonus: everything you learn about yourself from the assessment and at the

seminar can be used *outside* of work too.

Challenging relationships are a fact of life. You'll learn how to

- Understand your own style, its strengths and weaknesses, and how your behaviors communicate that style to others.
- Identify someone else's style by quick, easily learned techniques.
- Adjust your behavior to make all kinds of people more at ease with you, and you with them!

Read more about the DISC Profile in this book

Available for purchase at the seminar

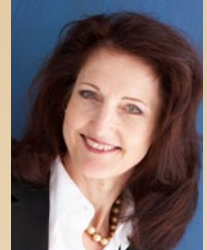
The newest book by Tony Alessandra, Ph.D., Michael J. O'Connor, Ph.D. with Janice Van Dyke, Ph.D.

People Smart in Business: Using the DISC Behavioral Styles Model to Turn Every Business Encounter into a Mutual Win, 2006

About the trainer

Bonnie Burn

With more than 20 years in the trenches training employees, managers, and leaders, Bonnie Burn is a "trainer's trainer." Whether facing a large, diverse audience of reluctant



and resistant trainees, a cross-functional workgroup, a team gathered for its annual retreat, a group of executives and managers, or an individual seeking customized coaching, Bonnie is master of the experience. She's certified to teach Ken Blanchard's *Situational Leadership II*, as well as content from Zenger Miller's Achieve Global, Development Dimensions International, and Talent Smart. Bonnie is the author of two books published by Jossey Bass/Wiley Publishing—*Flip Chart Power* and *Assessments A to Z* (co-author). Dr. Tony Alessandra refers to Bonnie Burn as "The Diva of DISC." See Bonnie in action at www.bonnieburn.com/videos/trainingsolutions.html

This seminar will be offered in the Sacramento area later in the year.



How to Register

Complete your registration and payment online, 24 hours a day, 7 days a week. It's the easiest, quickest, and only way to register. Go to www.TheSource.calstate.edu >Seminar Registration and take the link directly to the registration input page. You will need a form of payment at the time of registration.

Course Information

DATE AND TIME: Monday, November 13, 2006; 8:30-4:00

LOCATION: Pavilion Room, Titan Student Union, CSU Fullerton

MEALS: Beverages provided; lunch on your own

REGISTRATION FEE: \$209; \$199 if registered before 10/31/06. Includes DISC assessment and report.

CSU FULLERTON EMPLOYEE COURTESY FEE: \$189 (Hosting campus courtesy registration fee is available to Fullerton campus employees only.)

Payment Options

Online transactions can be paid with credit card, purchase order, or check. It is your responsibility to print your own invoice and pay from that invoice.



Checks should be mailed directly to REGISTRATION CENTRAL ACCOUNTING, Office of the Chancellor, 401 Golden Shore, Long Beach, CA 90802.

Your check payable to CSU TRUSTEES TF047-1058 should accompany your invoice in order to be properly credited to your registration account.

Confirmation

Your registration will be confirmed electronically to your e-mail address within minutes of entering your information. If you do not receive an e-mail confirmation, we do not have your registration. Please phone us at (888) 200-4499 (toll free) to inquire.

Hotel Information

Check the registration site for links to area hotels. There is not a room block held for this seminar. Request a government rate when making your hotel reservation.

Completion Certificate

Personalized and signed completion certificates will be available at the conclusion of the seminar. Certificates must be claimed by the named individual and will not be mailed.

Cancellation Policy – IMPORTANT

If you must cancel, you may do so online by returning to your individual registration transaction. A cancellation fee of \$25 will be assessed for cancellations for any reason *plus the cost of the online assessment instrument, if used*. Cancellations less than **5 calendar days** prior to the seminar will be assessed the entire registration fee. No-shows are not entitled to a refund or credit towards another seminar.

If you are unable to cancel within the specified time, please feel free to send a substitute in your place. You may enter the name of your substitute to your registration file online.

Seminar Sponsor

Systemwide Professional Development (SPD)—a department reporting to the Vice Chancellor for Human Resources at the Office of the Chancellor, California State University—is the sponsor of this seminar. SPD works in partnership with Human Resources departments throughout the CSU system to offer professional development opportunities that complement the current training program on the hosting campus. Participation is by employees from all CSU campuses and occasionally from friends of the CSU. This seminar is self-supporting from registration fees.

Seminar Host

California State University, Fullerton

Cal State Fullerton's Employee Training & Development is part of Human Resources Services and is committed to creating an environment where people can achieve their full potential, increase their productivity, and expand their professional and personal horizons. Recognizing that individuals deserve relevant, comprehensive, and effective training and development opportunities, ETD is dedicated to providing meaningful programs that address the evolving needs of employees and community partners. Robin Innes and her team will be at the seminar to greet you on November 13th.

Questions? To talk to a real person about this seminar, call Laurie Faure toll free at (888) 200-4499 or (562) 951-4403.

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