

“The results of this workshop are great!
This is the best money the bank has ever spent.”

-Tami Ferguson, VP of Retail Operations,
Washington Trust Bank

Certified Professional Behavior Analyst
President & CEO, Leadership Development, Inc.
Director, The Center for Workplace Excellence
Author, “Creating Passion-Driven Teams”, “Living Toad Free—
Removing Obstacles to Success” and other books on Management



Dan Bobinski
Your Expert-Trainer

TRAINER'S PROFILE

Dan is a **popular keynote speaker and trainer on Management**. For over 20 years, Mr. Bobinski has created a **quality track record of achievements in Fortune 500 companies**, such as Qualcomm and Clear Channel Communications.

His management development programs combine coaching and teambuilding principles in a way that provide high-impact results.

An early adopter and advocate of many best practices in management, **Mr. Bobinski had been coaching managers before the term “coaching” was in vogue**. Telecom industry giant Qualcomm contracted Dan to be their first management coach. Dan worked with their managers, directors, and vice presidents. In that effort, **one of his delegates was recently named co-CEO of Motorola**.

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Get a FREE autographed book

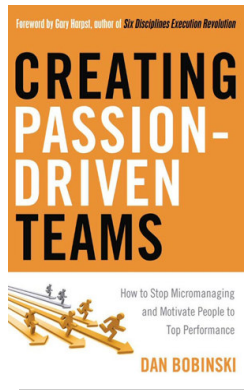
The first 10 to register will get a **FREE AUTOGRAPHED COPY** of Dan's latest book, “Creating Passion-Driven Teams”.

ONLY WITH CAMPBELL

Complete Course Handouts (electronic copies on CD) will be given to participants 1 week prior the event for **ADVANCED READING** purposes.



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ACHIEVING MANAGEMENT EXCELLENCE

A Training-Workshop for Managers

9th — 11th February 2010 • Grand Hyatt Hotel • DOHA, QATAR
**CPE Credits will be earned in attending this training program.*

Your role as a manager is critical.

Your job is not easy. As a manager, you must excel in several roles – coach, organizer, mediator, and more.

This dynamic training-workshop is sure to give you the tools you need to excel at becoming a top-rated manager.

You will learn:

- Setting priorities / Time management
- Delegating for results
- Powerful communication tools
- Balancing direction and discipline
- Conflict management
- Managing change ...and more!

When you're a manager, success depends on how well you can build effective teams. It's never enough to keep yourself focused and motivated. You need to equip your people with the tools and techniques which guarantee that everything will run smoothly and successfully.

You will get these tools and techniques in this workshop and you will be able to use them right away.

You can build a top-performing team that's meeting its goals—and doing it with enthusiasm.

After attending this program, you will see measurable results!

- 1. You will learn how to build a passion-driven team.** Starting with how you hire and how you fire when necessary, you'll have the whole picture for creating success.
- 2. Your team will work more—and complain less!** Learn to motivate and remove the obstacles that slow people down.
- 3. Your meetings will be focused & productive.** Efficiency improves when the right meetings happen at the right time.
- 4. You and your team will be recognized as top-performers!** Others will notice the change.



TRAINER'S PROFILE

DAN BOBINSKI

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More TESTIMONIALS

on Dan Bobinski and this Management training—workshop

“In my 25 years working I’ve been through many similar programs. This one is the best — by far!”

- Ralph Freidrich, **Production Supervisor**
McCain Foods, USA

"I've become a better manager and leader. And my teams are more productive, too!"

- Bruce Judson, **VP, Qualcomm**

Dan is an **expert at taking complex workplace issues and making them easy to understand.**

Popular websites covering workplace issues such as *JobDig.com*, *Management-Issues.com*, and *Hodu.com*, plus newspapers such as **Business First** and the **Idaho Business Review** regularly feature Dan’s syndicated column, *Workplace Excellence*.

His work has also appeared in **The Times of London**, **CXO Magazine**, **My Business** magazine, **ASTD’s Links**, **The Journal of the Institute of Management Services**, and more.

Such **luminary experts** as **Tom Peters**, **William Glasser, M.D.**, and **Edward Hallowell, M.D.**, as well as **the former US Secretary of Interior**, **Dirk Kempthorne** have positively commented on Dan’s writing.

As a popular keynote speaker, Mr. Bobinski presents regularly at international, regional, and statewide conferences. He also speaks at **ASTD** and **SHRM** conferences, **Chambers of Commerce**, **Regional and State Associations**, and the like.

EDUCATION / CERTIFICATIONS

Mr. Bobinski holds an undergraduate degree in **Workforce Education and Development** and a **Master’s Degree in Human Resource Training and Development**. He is currently completing his **Ph.D. in Adult and Organizational Learning** and is an adjunct professor at the University of Idaho. Additionally, Mr. Bobinski is a certified behavioral analyst and a certified professional values analyst.

End of Trainer’s Profile

WHY YOU HAVE TO BE AT A CAMPBELL TRAINING

“Over-all, a worthwhile investment.”

- Finance Mgr, **QATAR PRIMARY MATERIALS CO.**

“Certainly, the trainer is someone who knows what he is delivering.” (on R. Tiffin)

- Senior Financial Controller, **ENERGY CITY**

“Excellent event!”

- Finance Manager, **GULF AGENCY CO.**

“Timely. Excellent presentation with suitable examples.”

- Senior Accountant, **SIGMA PAINTS**

“Excellent trainer!” (on R. Tiffin)

- Financial & Management Reporting Manager,
QATAR GENERAL INSURANCE & REINSURANCE

“Campbell handled the event perfectly. The staff are very affable and keen.”

- Internal Audit Manager, **INVESTMENT HOUSE**

Other reasons why you should attend

1. In just 3 days you will gain skills that will be useful for years – and you’ll be putting them to use the very next day!

2. You’ll get more than your money’s worth. The material covered will pay you back many times over. You will learn the latest strategies and tools – and that learning will last a lifetime.

3. Your satisfaction is guaranteed. This workshop will give you practical, useful knowledge and tools.

Who should attend?

- Managers who want to improve their skills and add to their “management toolbox”
- New Managers who intend to build effective teams
- Experienced managers or supervisors with little or no formal training
- Aspiring or soon-to-be-promoted supervisors

In this dynamic, information-packed training, you will gain key skills effective managers use to achieve top levels of performance from their teams.

You will also get the following skills and tools:

1. **Three ways to keep teams working as one** *Merge all personalities and age groups into a powerful, unified team.*
2. **The power of balanced focus & expectation** *Amazing findings from neuroscience research will give you an edge!*
3. **How to use Emotional Intelligence** *Proven to be the differentiator between top performers and average ones.*

Throughout this three-day workshop, managers will practice using proven tools and participate in scenarios to reinforce their ability to use the material. Quizzes will also be administered at various times during the workshop.

COURSE OUTLINE

DAY 1 9th February 2010 | Tuesday

MODULE 1 Challenges Facing Today's Managers

- The role of the middle manager
- Mastering the Management Matrix
- Becoming a top performer
- Self awareness and Emotional Intelligence
- Clarifying your management style
- Being ethical under pressure

By the end of this module, you will understand the core roles and responsibilities of managers and you will be able to explain the power of emotionally intelligence. You will also be able to articulate your own management style and how it impacts the workplace.

MODULE 2 Fundamental Management Skills

- Translating strategy to measureable outcomes
- Project management
- Time management best practices
- Knowledge management
- The ultimate decision-making tool
- Budgeting as a management function
- Past trends = current realities
- Goal setting best practices
- Meeting customer needs - both internal & external
- Prioritizing under pressure

By the end of this module, you will be aware of the best practices for planning, organizing, and managing the work for which your team is responsible. You will also have learned to use proven tools to help you be successful in this effort.

DAY 2 10th February 2010 | Wednesday

MODULE 3 Managing People to Top Performance

- The manager's role in the hiring process
- Providing direction
- Myths of motivation / Removing obstacles
- Delegating Do's and Don'ts
- Valuing the differences
- How to deal with failure
- Listening skills
- Conflict resolution
- Disciplining
- Four types of evaluations - the how's and when's
- The difference between coaching and mentoring

By the end of this module, you will have a strategy for hiring the best applicants and equipping them to be top performers. You will also have practiced a proven five-step method for conflict resolution. You will have learned how to evaluate and (if necessary) correct employee performance as well.

MODULE 4 Building Effective Teams

- Integrating work skills and people skills
- Team structures
- Clarifying your team's vision and mission
- Establishing a balanced diet of meetings
- Facilitating conflict resolution
- Performance problem evaluation tool
- Maximizing teamwork
- Informal leadership
- Operating as part of the team
- Organizing and managing team knowledge

By the end of this module, you will understand how to maximize teamwork through creating the conditions in which teams thrive. You will also have practiced using a tool to identify what needs to be done to correct performance and production problems.

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Day 3 continued

MODULE 5 Best Practices in Managing Change

- Being a change agent
- Being a messenger
- Maintaining adaptability
- External factors to watch for
- Three necessary ingredients for successful change
- The proper role of feedback
- The human factor: Understanding the brain
- Coordinating and managing processes
- Tracking customer trends
- Managing for shareholder value
- Why plans often fail

Upon completing this module, you will understand the actions required of you to maximize success when implementing any kind of change.

MODULE 6 Preparing Yourself for Future Success

- Preparing for a globally diverse workforce
- Changing your brain - thinking strategically
- Long-term thinking in team development
- Identifying future trends
- SWOT your way to success
- Creating contingency plans
- Improving your communication throughout the organization
- Five ways to improve your presentations
- Five tips that will give you an advantage

By the end of this module you will be able to recognize and interpret the environmental signs that will impact your team's performance. You will also have learned and practiced using several methods to strengthen your ability to manage your team through turbulent times.

End of Course Outline

TRAINING SCHEDULE

08:30 am	Registration & Morning Coffee
09:00 am	Training Starts
11:45 am	Morning Coffee / Prayer Break
12:15 am	Training Resumes
01:15 pm	Afternoon Coffee Break
01:30 pm	Training Resumes
02:30 pm	Lunch/End of Training

CAMPBELL KNOWLEDGE CORPORATION

We further your competitive advantage.

Campbell's 2009 TRAINING DELEGATES | DOHA, QATAR
(Partial List)

Campbell is fast emerging as one of the Gulf's most trusted business intelligence trademarks and indispensable partners to individuals, organizations, institutions, and companies in attaining and sustaining global competitiveness.

Campbell generates sophisticated technical knowledge resources and delivers cutting edge capacity building solutions tailor-made for the specific requirements of our clients.

OUR VALUE PROPOSITION

Campbell places premium on **R.E.L.E.V.A.N.C.E.**

Results, Experience, Linkage, Expertise, Value for Money, Application, Novelty, Credibility, and Expertise

