



Presented by McPherson, Berry & Associates, Inc.  
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## **Unlock the hidden potential in your organization.**

Without a commitment to investing in HUMAN capital, many organizations struggle to stay afloat. This organizational development series provides key skills needed to thrive in today's marketplace.

### **Conducting Effective Performance Reviews**

Setting goals and objectives gives managers and employees singular focus. In this class, management learns to give feedback in a constructive manner, assisting employees in growth and development. Performance appraisals are a culmination of activities that result in a stronger organizational structure.

### **Connecting With Others by Listening & Speaking**

This course outlines communication skills in two critical areas, listening and speaking. In order to influence others in today's complex and fast-paced work environment, one should learn a listening approach. In this course, learn how to organize and deliver ideas to get results and provides an opportunity to cement solid work relationships.

### **Succession Planning: Preparing for the Transition of Leadership**

This seminar will provide business leaders with another look at succession planning. The landscape of today's workforce is changing. Preparing for the next group of leaders is more than a replacement process. This course covers the difference between succession planning and employee replacement, best practices of succession planning, and 7 steps of succession planning and more.



### **Human Resources for the Non HR Manager**

This is an overview of human resource issues facing today's business owners and managers. We do not always have the expertise to deal with the many employee relationship issues you face, and yet you will be expected to make decisions that are both effective and legal. This workshop will walk through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring process (such as diversity issues, compensation, and discipline.)

## Dealing with Difficult People: 101

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help identify some strategies for work and in personal life.



## Developing High Performance Teams

Success as a manager often depends on how well the team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. Develop team leadership skills and unleash the talent of individual team members in this workshop. Take a practical look at current leadership practices that work.

## Business Leadership: Grooming Future Managers

This workshop is a tool for leadership development. It is designed to help create and accomplish the personal best in prospective leaders. At its core, leadership means setting goals, lighting a path, and persuading others to follow. But the responsibility entails much more. By accepting the challenge to lead, we realize that the only limits are those you place on ourselves.

## Creating a Customer-focused Culture

The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. This one-day workshop will provide us with an opportunity to explore the responsibilities in the role of a customer service agent. As we discuss the various skills and techniques, draw from varied experiences to share elements of reward and challenge. Consider this workshop as a "re-energizing time" to build and expand.



### 2007 Business Development Class Schedule

March 22, 2007 **Performance Management**..... Late Registration: March 1  
April 25, 2007 **Connecting with Others**..... Late Registration: April 1  
May 15, 2007 **Dealing with Difficult People** ..... Late Registration: April 20  
June 20, 2007 **Developing a High Performance Team** .. Late Registration: June 1  
August 23, 2007 **Succession Planning**..... Late Registration: August 1  
September 14, 2007 **HR for the Non HR Manager** .... Late Registration: August 20  
October 16, 2007 **Business Leadership**..... Late Registration: September 25  
November 14, 2007 **Managing Customer Service**.. Late Registration: October 25

**Location:** Baymont Inn  
(Wyndham)

175 Piedmont Avenue NE

Atlanta, Georgia 30303

(404) 659-7777

Free Breakfast and Parking

**Cost:** \$249

**Late Registration:** \$269

4- pack (choose 4 seminars): \$919

Entire Series (8 seminars): \$1819

**Costs are shown are per participant**

Click here to [register online](#) or

The time for each date is 8:30AM - 4:30PM.

Registration begins at 8:30AM

Print the registration form and

fax to (404) 241-5795 or

mail to P.O. Box 360669

Decatur, GA 30036.

For additional information

contact us at (404) 243-7926

***Pre- registration required***

