

COMPASS®: 12 ESSENTIAL MANAGEMENT SKILLS

Synapse Academy Open Forum Training Schedule

| DATE 8:30 to 12:00* | LOCATION The National Conference Center, Lansdowne, VA |
|------------------------|--|
| May 7, 2009 | Principals of High Performance: Tap the true potential of your business. |
| Jun 4, 2009 | Customer Service: Create revenue streams by enhanced customer experience. |
| Jul 2, 2009 | Time Management: Learn time-wise leadership, priorities, & communication. |
| Aug 6, 2009 | Supervisory Skills: Create competent confidence in self and others. |
| Sep. 3, 2009 | Change Management: Manage the change process and be a change leader. |
| Oct. 1, 2009 | Conflict Management: Identify difficult people and enhance conflict skills. |
| Nov. 5, 2009 | Diversity: Advantages and communications guidelines for success. |
| Dec. 3, 2009 | Integrity Model: Master the power of integrity to achieve success. |
| Jan. 7, 2010 | Trust: Create win-win strategies and achieve win-win relationships. |
| Feb. 4, 2010 | Powers of Persuasion: The 7 Powers to an ethical "Yes" |
| Mar. 4, 2010 | High Payoff Hiring: Hire (and keep) the right person the first time. |
| Apr. 1, 2010 | Positive Impact: Bring out your power to make a positive impact on others. |

Based on 20 years research and design with industry leaders, **COMPASS®** integrates KPIs in all 12 skills proven essential to management success. This superior management-training program employs spaced repetition and reinforcement, a learning model proven to increase retention and workplace application.

Classes are delivered in business-friendly 3-to-3 ½* hour skill-specific stand-alone workshops delivered monthly over 1 year allowing to begin the program in any month. Synapse Associates offers over 20 intensive business tracks including sales, employee engagement, teamwork, and leadership. Custom designed training and workshops are also available.

Pre-registration is required.

Info & Registration: T: 540-882-9080 • F: 540-882-9310 • info@SynapseAssociates.com

**Times, program dates, and locations may change. Some sessions may run slightly shorter or longer.*