



**Kentucky Chamber**  
*Uniting Business. Advancing Kentucky.*

# Supervising and Managing People



**Need the Tools to Become a More Effective Manager? Attend this Powerful Two-Day Workshop**

**December 10-11, 2020**

DoubleTree Suites by Hilton  
Lexington, Ky.

**Send 3  
people and  
get the  
4th FREE!**

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*"5 stars! Great job!"  
—Cody Bertram, Bel USA*

*"As a recently new manager, this course has given me a huge amount of information to take back to the job."  
— Jason Porter, Pathology & Cytology Labs, Inc.*

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# Agenda Supervising and Managing People

## Day One

8 a.m.  
Registration

8:30 a.m.  
Workshop begins

Noon  
Lunch (provided)

4:30 p.m.  
Workshop  
adjourns

## Day Two

8 a.m.  
Registration

8:30 a.m.  
Workshop begins

Noon  
Lunch (provided)

4:30 p.m.  
Workshop  
adjourns

### Share Your Questions/Concerns

- We'll address them over the two days of training

### Managing Versus Leading

- Perception is everything
- What's the difference
- What your company and people expect
- First three rules of management
- Boss versus Buddy

### Motivation

- All people are motivated (for their own reasons)
- Understanding the three main motivators
- How to create positive change
- Management by measurement – metrics for everything

### The Cycle of Change

- Maslow was right
- Results – positive and negative
- Belief versus Attitude

### Communication

- What is your communication style?
- Understanding your corporate wellness cycle
- The 3-cylinder engine of personal progress
- Saying "NO"

### Leadership

- Who am I? – Self-perception
- Effective versus Efficient
- The DAOS method
- WIIFT
- Succession Planning

### Coaching and Mentoring

- The Ladder of Fulfillment
- Understanding self-esteem
- Time destroyers

### Problems and Conflicts

- Six steps to conflict resolution and management
- Consequential thinking and behavior
- Who is in charge here?

### Delegation

- Causing versus Doing
- Rights of the delegate
- The plan of delegation
- ROI of delegation

### Goal Setting

- Goal setting 101 – advanced goal setting
- SMART Goals
- Goal destroyers
- PLANNING FOR SUCCESS

## About the Speaker



### Dr. JB Symons

Symons is a nationally known speaker on the issues and problems of people development. He has shared his know-how and insights with hundreds of companies and businesses, from small one-person offices to Fortune 500 corporations. Some topics include: change management, stress management, conflict management and problem solving, communication skills,

assertiveness training, substance abuse awareness, moral and ethical decision-making and managerial behavior. A three-tour Vietnam vet as a Navy Corpsman with the Navy Special Forces, Dr. Symons knows how a great team functions.

# More Info

## Why Attend?

Have you ever felt that you aren't fully prepared to handle all the challenges of your job? Are you performing well but need a boost to get yourself to the next level? Look no further, the Kentucky Chamber of Commerce has a solution. Attend this powerful, two-day workshop, and we'll help you develop new skills, address current workplace issues, share tips for engaging and motivating a diverse staff and provide you with the tools you need to become a better, more successful manager.

Whether you are a new or long-time manager, you realize managing a diverse workforce and the day-to-day details and objectives of your job is not easy. Regardless of the employee's race, gender, sexual orientation, nationality, religious faith, physical challenges or age, each of these components of our cultures and environments, either alone or in combinations, offer today's managers and leadership new challenges of awareness and sensitivity. Thus amplifying my first 3 rules of leadership: 1) know your people; 2) know your people; 3) know your people - advanced course to follow.

## Who Should Attend?

This seminar is designed for:

- new supervisors and managers
- experienced supervisors and managers who lack formal training
- supervisors and managers who want to enhance and upgrade their skills

## Continuing Education



SHRM Professional Development Credits (PDCs)

The Kentucky Chamber is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP or SHRM-SCP.



HRCI recertification

This program has been pre-approved for credit toward PHR, SPHR and GPHR recertification through HR Certification Institute.

### CEU/CPE

This program may also be eligible for CEU and CPE credits. Contact your professional board to find out what's required.

## Kentucky Chamber Membership

It's not too late to take advantage of the Kentucky Chamber member discount. To learn more about membership, call 502-695-4700 and ask for a membership representative.

"I could apply everything taught into past situations."

*Jason Lee Napier, Delta Natural Gas Company*

"Very informative, enjoyed his class very much."

*Andy Decker, Bel USA*

"I don't just think, I know I will use a lot of what I have learned in this conference."

*Tobee Taylor, Bullitt County Public Library*

"This was an awesome class. Really enjoyed the 2 days."

*Shannon Mattingly, Baldwin CPAs, PLLC*

"JB demonstrates such care for those attending the seminar. He wants to share tools to help me succeed."

*Pam Rowe, Bullitt County Public Library*

"Very informative and presented in a way that was easy to understand."

*Michael L. Benson, Kentucky Association of Electric Cooperatives*

"Very well presented; very enlightening."

*Jim Shouse, Art's Electric, Inc.*

"Communication and approach was wonderful."

*Danny Nobles PepsiCola Bottling Company*

"Amazing speaking/presentation style. Great knowledge of the topic. Fantastic way of connecting with the audience and relating information." *Sharon Trew, Clinical Behavior Analysis*

"Hit every topic relating to my company."

*Seth Brandon, Federal Materials Concrete*

"Great context. Can take away information for professional and home life." *Marti Chilcoat, Kentucky Housing Corporation*

"Very relateable and good stories. Easy to understand broad view, but also very personalized."

*Missy Hughes, Clinical Behavior Analysis*

"Information provided with stories to illustrate was an effective method." *Karen Sutton, BTM Engineering*

"Very knowledgeable. I was engaged the entire class time. Very relateable to the class. He talked on our level." *Amanda Hayes, Bachman Auto Group*

"Appreciated JB's depth of experience and sprinkles of humor." *Phil Heid, BTM Engineering*

# Register Supervising and Managing People

## Registration Fees

\$595/Kentucky Chamber Member

\$695/Non-member

**Special Offer:** Send 3 people and get the 4th FREE!

To take advantage of this special offer please call Lori Jo

Goff at 502-848-8727 or email lgoff@kychamber.com.

## Cancellations/Substitutions

Cancellations must be made no later than five business days

prior to the program for a full refund. After this date, no cash

refunds will be granted. Substitutions are welcome. Special

accommodations made upon request.

## How to Register

### WEB

kychamber.com

### FAX

502-695-5051

### PHONE

Call Lori Jo Goff

502-848-8727

### MAIL

Kentucky Chamber

464 Chenault Road

Frankfort, KY 40601

### E-MAIL

lgoff@kychamber.com

## Location and Lodging

**December 10-11, 2020 (81307)**

DoubleTree Suites by Hilton

2601 Richmond Road

Lexington, Ky. 40509

Ph: 859-268-0060

Room Rate: \$109\*

Room Cutoff Date: December 1, 2020

## Moneyback Guarantee

If you are not 100% satisfied with your seminar experience, we will refund your money.

*\*The advertised Kentucky Chamber room rate cannot be guaranteed after the cutoff date.*

When contacting hotel for lodging, please specify that you are with the Kentucky Chamber of Commerce's Supervising and Managing People to receive the discounted rate.

**To register, please complete** To process your order, the entire registration form must be complete.

Company

Address

City

State

Zip

Telephone

Fax

Principal Line of Business

Number of Employees

## Complete for additional registrants

Registrants' Names

Titles

E-mail Addresses

Registrants' Names	Titles	E-mail Addresses
_____	_____	_____
_____	_____	_____
_____	_____	_____

FREE

\*I understand that by providing the phone, fax number and e-mail information above on behalf of the person/company/organization specified above, I am authorized to and hereby consent for the person/company/organization to receive communication by or on behalf of the Kentucky Chamber of Commerce.

## Payment

\_\_\_ Conference fee enclosed with check payable to the Ky. Chamber. Check Amount \$ \_\_\_\_\_ Check # \_\_\_\_\_

\_\_\_ Charge to: VISA \_\_\_ MC \_\_\_ American Express \_\_\_

Account # \_\_\_\_\_ Exp. Date \_\_\_\_\_ Security Code \_\_\_\_\_ Signature \_\_\_\_\_

\_\_\_ Bill company PO# \_\_\_\_\_