

Attend and
Receive up to
18 CPE Credits



Stepping up to LEADERSHIP

Acquire the Skills to Think, Act and Respond Like a Manager

November 15-17, 2010 | Arlington, VA

You Will Learn How to:

Become an Internal Change Agent

Learn strategies for identifying and removing obstacles to change in order to become an office and team leader

Enhance Your Customer Service Techniques

Learn how to create a customer experience that meets the needs of your customers and impresses your boss

Expand Your Decision Making Skills

Enhance your ability to be more proactive and to act independent

SPECIFICALLY DESIGNED FOR:

- Certified Administrative Managers
- Secretaries
- Administrative Assistants
- Receptionists
- Office Managers
- Executive Secretaries
- ... and All Other Administrative Staff

5 REASONS NOT TO MISS THIS EVENT:

1. BECOME a more confident problem solver
2. LEARN how to handle change and transition like a pro
3. CREATE a customer service experience that will impress your boss
4. ENSURE that Your Office Runs Smoothly and Efficiently
5. ATTEND and earn CPE credits

Stepping up to LEADERSHIP

BECOME A CERTIFIED GOVERNMENT PERFORMANCE MANAGER

To ensure professional success, you must continually expand your skills and education. The bar has been raised in government agencies and organizations. Many government managers are now required to receive formal certification to stay up to date on the latest trends, best practices and mandates.

To address these needs, the Institute offers a Certificate in Government Performance Management. Completing a certification program is easy. Just attend three "core" courses and an additional three "elective" courses you select based on topics that meet your agency's unique needs. Upon successful completion, you will emerge from the Institute's certification program with a thorough understanding of all course concepts—and poised to apply what you learned in a real and practical way.

ADVANCE YOUR CAREER

Education and professional certification are becoming necessary for promotion and requirements for coveted positions. In the Certified Government Performance Manager program, you will acquire the skills and tools to make you the lead performance management resource for your organization.

MEET NEW CERTIFICATION REQUIREMENTS

To hold a position as a performance manager in government you must demonstrate compliance with new skills sets required by OMB and Congress. Receiving your certificate is one key way to demonstrate your skills.

CUSTOMIZE A PROGRAM TO FIT YOUR NEEDS

Working with Institute training managers, you can select courses that will have direct application and impact to your work.

For more information about certification, please contact **Chris Hicks** at **202.739.9548** or via email at **Chris.Hicks@PerformanceInstitute.org**.



Monday, November 15, 2010

COURSE ONE:
CHANGE MANAGEMENT

Stepping up to Leadership

Day One

8:30
Continental Breakfast

UNDERSTAND THE PROCESS OF ORGANIZATIONAL CHANGE

- Identify the frameworks required to manage change in your organization
- Develop a strategy to differentiate between change and transition

ALIGN YOUR CHANGE MANAGEMENT INITIATIVES WITH YOUR GROWTH STRATEGY

- Implement a change management plan to drive organizational results and enhance your performance
- Create clearly defined end-outcomes and strategies to meet your change management initiative

BUILD THE CASE FOR CHANGE THAT DIRECTLY ADDRESSES POINTS OF RESISTANCE

- Involve your co-workers in the development of the change plan
- Share power with co-workers, colleagues and team members to encourage the implementation of the change efforts

12:00
Networking Luncheon

ASSESS INTERNAL AND EXTERNAL RESISTANCE TO CHANGE

- Evaluate risk and assess the critical elements of change
- Ensure your project can sustain change by building individual resilience

DEVELOP AN EFFECTIVE COMMUNICATIONS STRATEGY TO LEAD CHANGE

- Examine how to best communicate your change initiative to your boss, colleagues and team members
- Create team buy-in and decrease resistance

4:00
Adjourn

“THIS CONFERENCE PROVIDES INFORMATION THAT IS NOT INCLUDED IN ANY OTHER ADMINISTRATIVE TRAINING IN OUR AGENCY.”

Linda G., Administrative Assistant, Federal Highway Administration

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Tuesday, November 16, 2010

COURSE TWO: CUSTOMER SERVICE MANAGEMENT

Stepping up to Leadership

Day Two

8:30
Continental Breakfast

MANAGE THE CUSTOMER EXPERIENCE

- Discover key performance trends being used to manage customer service function
- Focus on the development of key goals and measures to manage the customer service function

BALANCE CUSTOMER NEEDS AND ORGANIZATION REQUIREMENTS

- Develop a Customer Matrix to define who your customers are
- Identify the products and services delivered by your organization and assess the customer service role

DETERMINE CUSTOMER EXPECTATIONS: A VALUES-BASED APPROACH

- Learn the key values sought by your organizations customers
- Map values to attributes of your organizations services

12:00
Networking Luncheon

RESOLVE PROBLEMS: THE CUSTOMER ISN'T ALWAYS RIGHT

- Understand how to see complaints as opportunities to enhance customer loyalty
- Manage the customers experience and the organizations internal processes simultaneously

ASSURE QUALITY: MAINTAIN A CUSTOMER FOCUSED ENVIRONMENT

- Solicit feedback to ensure that service has been delivered to the customers satisfaction
- Coordinate work with colleagues across the organization in order to meet the customers need

4:00
Adjourn

"THIS PROGRAM... HELPS GIVE YOU THE TOOLS YOU NEED TO GROW IN YOUR CAREER."

Sonia C., Administrative Assistant, US Institute for Environmental Conflict Resolution



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Wednesday, November 17, 2010

COURSE THREE: CRITICAL THINKING AND PROBLEM SOLVING

Stepping up to Leadership

Day Three

8:30
Continental Breakfast

DEFINE TERMS: CRITICAL THINKING, PROBLEM SOLVING AND DECISION MAKING

- Strengthen your ability to influence and persuade others using decision-making skills for administrative professionals
- Learn how to ask questions that get the answers you need

MAKE BETTER DECISIONS THROUGH THE USE OF EFFECTIVE PROBLEM SOLVING

- Become more confident in making sound decisions
- Decrease stress related to making critical decisions and solving workplace problems

APPLY DIFFERENT PROBLEM-SOLVING TECHNIQUES AT WORK

- Discover how to apply creative problem-solving techniques
- Build greater professional recognition through enhanced skills

12:00
Networking Luncheon

CRITICAL THINKING: ENHANCE YOUR CREDIBILITY WITH MANAGEMENT

- Understand the difference between inferences and assumption
- Acquire the confidence and self-esteem to help you step up to the problem solver role

BRING SOLUTIONS, NOT PROBLEMS, TO YOUR BOSS

- Develop strategies to influence and motivate up, down and across the organization
- Become an office leader who can get things done

4:00
Adjourn

"I WILL USE THE INFORMATION I LEARNED IN YOUR TRAINING TO BECOME A MORE PRODUCTIVE EXECUTIVE ASSISTANT AND TO MOVE UP MY CAREER LADDER."

Latechia S., Neighborworks America



IN-HOUSE TRAINING

Stepping up to Leadership

DEVELOP
ADVANCED SKILLS
TO ASSIST
WITH YOUR
OFFICE
MANAGEMENT
DUTIES

UTILIZE AND
MASTER
MICROSOFT
OFFICE SUITE

UNDERSTAND THE
FUNDAMENTALS
OF BUSINESS
WRITING AND
RESEARCH
FOR CAREER
ADVANCEMENT

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for your department or for an organization-wide initiative, the advanced learning methods employed by The Performance Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

CUSTOMIZATION

We realize that not all obstacles can be overcome by applying an "off-the-shelf solution". While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, The Performance Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, The Institute has the capacity to deliver courses to groups of up to 300 participants per day.

AREAS OF EXPERTISE

On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Measurement
- Project Management
- Lean Six Sigma
- Workforce Management
- Performance-Based Budgeting
- Performance-Based Contracting
- Performance Reporting
- Program Evaluation
- Administrative Management
- Leadership and Change

For more information about in-house training options available to you, please contact **Jennifer Mueller** at **202-739-9619** or email her at **Jennifer.Mueller@performanceinstitute.org**.

LOGISTICS & REGISTRATION

Stepping up to Leadership

VENUE & HOTEL

Stepping up to Leadership will be held at The Performance Institute in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located just inside of the building. A public parking garage is located just inside of the building for \$10/day. Continental breakfast, lunch and refreshments will be provided for delegates on each day.

-  The Performance Institute
1515 N. Courthouse Road, Sixth Floor
Arlington, VA 22201
www.PerformanceWeb.org

A limited number of rooms have been reserved at the Arlington Rosslyn Courtyard by Marriott at the prevailing rate of \$207. Please call the hotel directly for reservations and reference code Stepping up to Leadership. The hotel is conveniently located three blocks from the Rosslyn Metro station. Please ask the hotel about a complimentary shuttle that is also available for your convenience.

-  Arlington Rosslyn Courtyard by Marriott
1533 Clarendon Blvd.
Arlington, VA 22209
703-528-2222
www.CourtyardArlingtonRosslyn.com

Tuition & Group Discounts:

The tuition rate for attending Stepping up to Leadership is:

	Early Bird Rate	Regular Rate
The Whole Week	\$1,099	\$1,199
Change Management	-	\$439
Customer Service	-	\$869
Critical Thinking	-	\$439

*For the Early Bird rate, register before September 20, 2010.

CPE CREDIT



Delivery Method: Group/live
Prerequisites: None
Advanced Preparation: None
CPE Credits: Up to 18, 6 per day

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

QUALITY ASSURANCE

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: The Performance Institute: Quality Assurance, 805 15th Street, NW, 3rd Floor, Washington, DC 20005.

We will evaluate individual complaints in a context of collective comments from the event.

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

Stepping up to

LEADERSHIP

to register ▶



Call
877-992-9521



Fax this Form to
866-234-0680



Visit
www.PerformanceInstitute.org/AdminLeader

Registration Form

- | | |
|--|---|
| <input type="checkbox"/> Yes! Register me for Full Stepping up to Leadership week | <input type="checkbox"/> Yes! Register me for Change Management |
| <input type="checkbox"/> Please call me. I am interested in a special Group Discount for my team | <input type="checkbox"/> Yes! Register me for Customer Service |
| | <input type="checkbox"/> Yes! Register me for Critical Thinking |

Delegate Information

Name _____ Title _____

Organization _____ Dept. _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____ Email _____

Payment Information:

- Check Purchase Order / Training Form Credit Card

Credit Card Number _____ Expiration Date _____ Verification no. _____

Name on Card _____ Billing Zip _____

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a \$399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

- I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: **K235-WEB**