



# INFR Tribal Training Program

Las Vegas, NV • South Point Hotel  
November 8-11, 2016  
8:30 a.m. – 12:30 p.m.



FALMOUTH  
INSTITUTE

**Make your time at the INFR educational & entertaining! To provide professional development opportunities to the hundreds of Native professionals who will be at the INFR, Falmouth Institute will deliver training sessions before the rodeo begins each day.**

## Tools for Effective Management for Tribal Supervisors

November 8

Whether you're new to being a manager or just looking to reinforce your supervisory skills, this hands-on class will provide you with the basic tools you need to effectively manage others. You'll learn tips to motivate your staff, prioritize and delegate work, and provide effective feedback.

## Key Tips of Robert's Rules of Order

November 8

A keen knowledge of parliamentary procedures or Robert's Rules of Order provides you with the tools to conduct productive meetings and accomplish your goals. Robert's Rules of Order is the parliamentary authority used by most organizations to ensure that democratic procedures are followed during meetings. This class will give you an overview of parliamentary procedures – what they are, why they are important, and when and how to use them to ensure that your next meeting runs smoothly and productively.

## The Fundamentals of Customer Service Excellence

November 9

A customer who has a good experience will tell three to five people on average. A customer who has a bad experience will tell eight to ten. Do you have what it takes to ensure your customers come away raving rather than ranting? This class will teach you what you need to know about the fundamentals of excellent customer service. Make sure to attend and learn the strategies to ensure that every customer is a repeat customer.

## Essentials of Microsoft® Office

November 9

This innovative class is designed to increase your Microsoft® Office proficiencies. We'll provide you with an overview of Word, Outlook, Excel and PowerPoint, giving you tips and tricks to maximize your efficiency and minimize frustrations with Microsoft® Office Suite.

## Assert Yourself!

## Communicating with Confidence

November 10

Internal communication in the workplace is the core of many jobs. The ability to communicate successfully – to speak, write and listen with ease – will help you to gain greater respect and will enable you to achieve powerful, professional results. This class will provide you with the tools to strengthen your verbal, nonverbal and written communications, equipping you for success in your job.

## Essentials of Records Management

November 10

Keeping records adequately stored and in compliance with legal regulations is a difficult task that all tribal organizations face. In the last 10 years, many organizations have implemented electronic records management (ERM) systems to improve record keeping, increase security, reduce cost and space needs for records, and simplify the data search process. During this class, you'll learn the fundamentals of an ERM system, software and hardware options and change management strategies when introducing new technologies.

## An Introduction to Indian Law

November 11

In this fascinating class, we'll use important court cases and legislation to explore the history of federal-tribal relationships, from point of contact to the present. We'll thoroughly discuss tribal sovereignty, examine government-to-government relations, and explain why treaty rights are still so important today – whether or not your tribe is a treaty tribe.

## Time Management for Busy Tribal Professionals

November 11

Are you overwhelmed by the number of tasks and projects you juggle every day? This important class will give you simple and effective steps you can take to get your workload under control. We'll explore resources available to you that will allow you to focus your attention and organize for success. We'll show you how something as simple as the way you think about organization can have a big impact on your day-to-day work. We'll also provide you with planning tips and tricks, help you establish a routine that works for you, and show you how you could be effectively delegating some of your tasks.

**Falmouth Institute is pleased to be a scholarship sponsor of INFR 2016. Your participation in these classes supports the achievements of Native students through the INFR scholarship program.**

### REGISTRATION

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Department: \_\_\_\_\_ Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

**METHOD OF PAYMENT**  Check  Credit Card Card Type: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Cardholder Name (Please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Cardholder Billing Address (Please print): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

- Tools for Effective Management for Tribal Supervisors November 8 \$250
- Key Tips of Robert's Rules of Order November 8 \$250
- The Fundamentals of Customer Service Excellence November 9 \$250
- Essentials of Microsoft® Office November 9 \$250
- Assert Yourself! Communicating with Confidence November 10 \$250
- Essentials of Records Management November 10 \$250
- An Introduction to Indian Law November 11 \$250
- Time Management for Busy Tribal Professionals November 11 \$250

**TOTAL: \$ \_\_\_\_\_**

**GREAT SAVINGS WHEN YOU REGISTER FOR THREE OR FOUR SESSIONS!**  
Register for any 3 sessions for \$690 total; register for any 4 sessions for \$840 total.