



# INFR Tribal Training Program

Las Vegas, NV • South Point Hotel  
November 6-10, 2017  
8:30 a.m. – 12:30 p.m.



FALMOUTH  
INSTITUTE

**Make your time at the INFR educational AND 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. Complimentary pastries and coffee will be available.**

## Overview of Basic Budgeting November 6

Whether you're tasked with putting together your department's budget or approving budgets for your tribe, this class will help you cut through the confusion. You'll get a big-picture overview of the budgeting process, including how to read important financial documents, and then get hands-on practice completing a sample budget.

## Key Tips of Robert's Rules of Order November 6

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.

## Tools for Effective Management for Tribal Supervisors November 7

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.

## Essentials of Microsoft® Office November 7

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.

## Essentials of Records Management November 8

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.

## Time Management for Busy Tribal Professionals November 8

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.

## Assert Yourself! Communicating with Confidence November 9

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.

## The Secret to Productive Meetings November 9

Ensure that your organization's meetings are efficient and effective. In this information-packed class, you'll learn the basics of how to plan and execute a successful meeting, from creating the agenda to selecting the participants to arranging the meeting room to leading the meeting. We'll discuss common meetings problems and how to solve them, including ways to deal with disruptive personalities and handle conflicts. Ensure your meetings are productive. Register today!

## Customer Service Essentials November 10

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.

## Workplace Wellness November 10

When you're spending 40 hours a week or more in the workplace, you can't wait until after work to attend to your health and well-being. In this class we'll talk about ways you can incorporate wellness and health into your work life. A few simple strategies and modifications can make a huge impact on your health and make your after work time more enjoyable. Attend this important class to discuss positive practices for nutrition, exercise and other factors of a healthy lifestyle.

**Falmouth Institute is pleased to be a scholarship sponsor of INFR 2017. 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: \_\_\_\_\_

- Overview of Basic Budgeting Nov. 6 \$275
- Key Tips of Robert's Rules of Order Nov. 6 \$275
- Tools for Effective Management for Tribal Supervisors Nov. 7 \$275
- Essentials of Microsoft® Office Nov. 7 \$275
- Essentials of Records Management Nov. 8 \$275
- Time Management for Busy Tribal Professionals Nov. 8 \$275
- Assert Yourself! Communicating with Confidence Nov. 9 \$275
- The Secret to Productive Meetings Nov. 9 \$275
- Customer Service Essentials Nov. 10 \$275
- Workplace Wellness Nov. 10 \$275

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

**HUGE DISCOUNTS:** Great savings when you register for more than one INFR session. Register for any 2 sessions for \$495 total; register for any 3 sessions for \$725 total; register for any 4 sessions for \$935 total; register for any 5 sessions for \$1,100 total.

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