

Indian Country's Supervision and Management Summit

February 29 - March 2, 2012 - Las Vegas, NV

CLASS ID: HR107LASVE

HOW TO REGISTER

Phone: Call 1-800-992-4489, Monday-Friday, 9:00 a.m.-5:30 p.m. EST.

Fax: Complete the registration form and fax to 703-352-2323 anytime. Payment must be received at our office prior to the start of the session.

Mail: Return registration form and payment to:
Falmouth Institute
3702 Pender Dr., Suite 300
Fairfax, VA 22030.

Online: At www.falmouthinstitute.com

E-mail: info@falmouthinstitute.com

For complete registration policies, please visit www.falmouthinstitute.com or call 1-800-992-4489.

Advanced payment by credit card or check is required. Purchase orders do not constitute payment. Registrations must be received 10 business days before the class start date. After this date, registrations will be taken on a space-available basis and a \$25 late registration fee will be charged.

REGISTRATION FORM

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: _____
3 digit code on back of MC/VISA or 4 digit code on front of AmEx

Cardholder Name (Please print): _____ Signature: _____

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City: _____ State: _____ Zip: _____

Individual Tuition Rate (U.S. funds only) \$840 \$ _____

Significant group discounts available! Call 1-800-992-4489 for details.

TOTAL \$ _____

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Learn best practices that'll make your job easier. This summit will be packed with tips and ideas you can implement right away to make yourself a more effective manager and improve your skills.

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Join us for this information-packed three-day session and discover:

- › How to reduce your liability and protect your organization when disciplining employees
- › Why your organization needs a policy on social networking – even if it is forbidden at work
- › How to decrease the impact of tribal politics in the workplace
- › How to motivate your staff when they won't be getting a raise
- › How to help your staff cope with change and diversity in the workplace
- › Many more timely and important issues relating to supervision and management in Indian Country

Find the solutions to your toughest management problems!



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FALMOUTH INSTITUTE

Indian Country's Supervision and Management Summit

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Join us for Indian Country's Supervision and Management Summit, where expert instructors Richard McGee and Lisa Riggelman* will guide you to solutions for your toughest management problems. Whether experienced or new to management, the challenges have never been greater. Social networking, a culturally and age diverse workforce, changes in tribal governments and the economy all impact your ability to manage and motivate your staff. Find out how you can navigate the pitfalls and capitalize on the strengths of your unique position as a manager in a tribal organization.

We'll examine the legal and practical aspects of employee discipline, why your organization needs a social networking policy, how to deal with tribal politics in the workplace, how your management style impacts your employees and proven methods for motivating your staff without money.

This Summit is your opportunity to enhance your skills, discover new techniques and network with others who are experiencing the same challenges. Don't miss this important event. Register today!

**Instructors subject to change.*

SUMMIT TOPICS INCLUDE

Legal and Practical Aspects of Employee Discipline

There is potential liability for tribal employers in the discipline process. In this session, we'll address potential legal challenges of disciplining employees and explore practical steps you as a manager should take to minimize the risk for yourself and your organization. You'll receive sample policies and apply your knowledge to case studies based on real events.

look at recent National Labor Relation Board decisions and examine the issues that should be addressed in your organization's social networking policy.

Drug and Alcohol Policies

Some of the myths surrounding the topic of workplace drug and alcohol policies will be addressed and dispelled in this session. We will focus on the legal and practical sides of random, for-cause, post-accident and pre-employment testing, and explore the many "do's and don'ts" regarding drug and alcohol policies in the tribal organization.

tive managers and supervisors are those who can combine aspects from both management and leadership. We'll examine how you can do this to inspire and lead your staff.

Communication Skills for the Supervisor

Interpersonal communication in the workplace is the core of every manager's job. 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. You'll learn the key to upward and downward communication and therefore be able to create new opportunities for your employees and yourself within your organization.

Diversity in Tribal Organizations

Diversity can have many faces in the tribal organization: age, gender, race, socioeconomic status, sexual orientation, religion, marital, parental, and so forth. We'll discuss the value diversity adds to the tribal organization and we'll examine the role of Indian preference policies in a culturally diverse workplace.

Whether you're new to management, 20 years in your job, or hoping to be a manager, this summit is perfect for you.

Motivating Staff to Enhance Performance

Do you believe that salaries are what drive your staff to work hard? The latest research suggests otherwise. Performance is actually reduced when money is the only motivator. In this innovative session, we'll examine other employee motivators, such as happiness, autonomy, sharing in the organization's success, and open communication.

Politics in the Workplace

No matter the organization, politics play some role in employment-related decisions. As supervisors and managers in Indian Country, there are practical steps you may take to minimize the impact. This hands-on session will help you learn techniques for personally rising above politics in the workplace and limiting the impact they have on your staff and office environment.

Recruitment Challenges

When you're responsible for finding and choosing the "right" people for your tribal organization, you must be sure that you know who you're looking for and who will be the best fit. During this session, we'll provide you with actionable expertise for improving your recruitment tools and procedures. We'll examine practical recruitment challenges within tribal organizations, such as Indian preference, and provide you with practicable solutions.

Creating Workplace Policies That Work for You

There are numerous aspects to making policy work for you as a manager. Policies should be user-friendly, should reflect the unique aspects of the tribe, and should allow you to enforce policies in a fair and reasonable manner. We'll discuss common policy problems and explore how to customize best practices to work for you and your organization.

Change Management

As the saying goes, "Change is inevitable. Growth is optional." How are you framing change in your workplace? Does your staff see it as opportunity or calamity? We'll discuss different change management strategies that will help you move beyond change management to lead your staff through a changing work environment.

Advocating for Your Staff to Upper Management

As a supervisor or manager in your organization, you are in the best position to balance the interests and needs of your employees with the structures and goals of your organization. It can be challenging to find a happy medium between these two approaches. While your employees rely on you to represent their best interests to upper management, upper management expects you to represent the needs of the organization to your staff. This session will help you develop the skills you need to serve both roles without shortchanging either one.

Social Networking Policies

According to a recent survey, nearly a quarter of employees say that they use some form of social networking at least five times per week, but few companies have a formal social networking policy. Social networking is becoming a rapidly growing issue for employers and managers alike. This thought-provoking workshop will

Professional Development: Skill Building to Improve the Organization

By investing wisely in your staff, you can add incredible value to your organization. Whether through coaching, formal coursework, conferences, workshops, or mentoring, knowing how, when, and under what circumstances to invest in your staff can help you to attract better employees and retain your best employees.

The Differences between Management and Leadership

The concepts of management and leadership, while similar, are distinct and complementary. While a manager implements and maintains, a leader innovates and develops. A manager enforces the rules, while a leader ensures the rules are fair and equitable. The most effective

ON-SITE TRAINING AND TECHNICAL ASSISTANCE

Falmouth can provide on-site training and technical assistance to help with all of your tribal Human Resources needs. By providing customized answers to the issues and challenges of your organization, we'll be able to create solutions to increase productivity and energize your workforce.

Looking to provide this information to your entire team? Bring this session or any combination of our other tribal human resources sessions right to your office. Spend less time on the road, cut back on travel costs and give everyone the knowledge they

need to strengthen your workplace.

Our team is also able to provide technical assistance and hands-on support to help guide you through the complex processes you're facing. Do you need to update your personnel policies and procedures? Are you dealing with Indian Preference issues? Are you facing claims under FMLA/FLSA? Let us help you build a program to grow and develop your supervisors.

Visit www.falmouthinstitute.com or call 1-800-992-4489 x119 for more information on our customized on-site training and technical assistance solutions.

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