



# San Francisco – 2009 Schedule

Register: [www.ims-online.com](http://www.ims-online.com)

Ginny Von der Schmidt ♦ Phone/Fax (925) 736-8059  
SanFran-IMS@pacbell.net

January 29

## **Reducing the Frustration, Cost and Time to Effect Change** – Don Harrison

Today's business environment is quickly changing. Detailed strategic plans are outmoded before they can be implemented. Business realities constantly drive "more with less, in less time". The new millennium will be the era of "Accelerating Implementation Methodology (AIM)" as managers and executives attempt to ride, predict and even create these ever increasing waves of change. AIM is a systematic approach to large-scale organizational change. By predicting, managing and expediting the human elements of change, step-by-step, managers can have more impact on the success of the change with less effort, and target their scarce resources to have maximum impact.

Don Harrison is President and Founder of Implementation Management Associates (IMA) and has more than 25 years of consulting experience. He is the principal designer of a systematic and practical approach to predicting, managing and accelerating the implementation rate of large systems change. Don holds a Master of Science Degree in Organization Development from Pepperdine University in Los Angeles.



February 25

## **Increasing Accountability Through Candor and Constructive Confrontation** – Dr. Rick Brandon

This practical seminar develops skills for planning, leading, and following up on Candor Conversations about expectations and agreements. We tackle both the smoother, preventive discussions around clear upfront Agreements, as well as the most stressful of work discussions - Constructive Confrontations. We'll provide antidotes for someone repeatedly breaking an agreement - instead of giving up, blowing up at the person, or burying the issue

Dr. Rick Brandon has 30 years of performance improvement experience and has educated over 100,000 people in workshops and speeches. He owns Brandon Partners, offering workshops on corporate politics and managerial motivation. Dr. Brandon earned a Ph.D. in Counseling at the University of Arizona and an M.A. in Education from St. Lawrence University.



March 12

## **Diversity of Thought: Why Great Leaders Don't Take 'Yes' for an Answer** – Michael Roberto

Through fascinating examples from history, including the Bay of Pigs, Cuban Missile Crisis, and the tragedy on Mount Everest, this workshop will explore the following: the five myths of executive decision making; how to foster open debate; how to achieve "diversity in counsel, unity in command"; how to move to closure: overcoming the inability to decide; avoiding "analysis paralysis" and other pitfalls; how to gain the whole-hearted commitment to act; and how to address hidden doubts that could undermine your final decision

Michael Roberto is the Trustee Professor of Management at Bryant University in Smithfield, RI, where he teaches leadership, managerial decision-making, and business strategy. His book, *Why Great Leaders Don't Take Yes For An Answer*, was named one of the top 10 business books of 2005 by The Globe and Mail, Canada's largest daily newspaper.



March 31

## **Getting Things Done: Mastering Workflow** – Wayne Pepper

Organizing your objectives and commitments is a basic requirement for effective work. However, most models for doing this do not stand up to the speed, volume and intensity of transactions of sophisticated professionals. This workshop will define a workable method for "clearing the decks": freeing up your attention to maintain strategic focus, balance and creative thinking, and as a means of ensuring that things really get done.

Wayne Pepper is a lead instructor for The David Allen Company. After graduating from Wesleyan University and UCLA with degrees in Theater Arts, he honed his presentation skills working with Insight Seminars in Santa Monica until 1990. For the last fifteen years, Mr. Pepper has held positions within the entertainment and online industries, working in product development and sales.



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- A continental breakfast and delicious lunch are included in the \$325/seminar registration fee.
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April 22

## ***Navigating Leadership Transitions: Thriving in your Current and Future Roles***

Dr. Edward Betof

This program is aimed at both new and experienced managers and leaders—from team and functional managers through more seasoned executives, as well as the coaches who work with these individuals, and it is designed to have immediate practical application. As a result of the program you will help ensure your success during the critical transition into a new leadership role, minimize common derailing factors and accelerate your learning curve. You will also practice and take away a minimum of six tools that you could begin to use tomorrow.

Dr. Edward Betof joined the faculty of the University of Pennsylvania in the summer of 2007 where he is the Senior Fellow and Academic Director for the first-of-a-kind doctoral program at a major university designed for the preparation of Chief Learning Officers. He is the lead author of *Just Promoted!* and has contributed to numerous journals and professional publications.



May 7

## ***Sharpening Your Communication Edge: The Art of Listening, The Power of Speaking***

Dr. Terry Paulson

In the age of empowerment, teamwork and constant change, there is no more valuable skill for leaders to develop than effective communication. In this workshop you will learn how to quickly connect with an audience, how to sell people on listening, how to keep your presentation from sounding rehearsed even when it is, and how to craft a message that gets results. You'll learn how to deal with tough audiences and how to use humor, participation and stories effectively.

Dr. Terry Paulson is the author of *50 Tips for Speaking Like a Pro*, *Paulson on Change*, and *They Shoot Managers, Don't They?* Since founding Paulson & Associates in 1974, Dr. Paulson has conducted management programs for 3M, Hughes Aircraft, IBM, Merck, Nissan Canada, and hundreds of other organizations.



May 19

## ***Creating Passionately Devoted Internal and External Customers – Dr. Chip Bell***

Passionately devoted customers see value in highly emotional and experiential terms. Their word-of-mouth advocacy will enhance your unit's reputation, giving you greater resources, the very best people, and access to the key influencers in your organization. This session reveals the factors essential to creating passionately devoted customers--internal or external. This fast-paced, highly interactive seminar leaves participants with exciting insights and relevant tools ready to be implemented the day after.

Dr. Chip Bell is a senior partner with The Chip Bell Group and manages their Dallas, TX office. Prior to starting CBG in 1980, he was Director of Management and Organization Development for NCNB, now Bank of America. Dr. Bell is author or co-author of such best-selling books as *Magnetic Service*, *Service Magic*, *Customers as Partners*, *Managing Knock Your Socks Off Service*, and *Managers as Mentors*. His work has been featured on CNBC, CNN, NPR, Bloomberg TV, and in the Wall Street Journal, Fortune, USA Today, Fast Company, Inc. Magazine, Entrepreneur and Business Week.



June 4

## ***Leading vs. Managing: The Difference Is the Key to Your Success—Mr. Paul Bridle***

Effective leaders empower people in a way that prompts them to take ownership for their role and responsibility for their actions. Leaders also know what they need to do to get people to respond to them. What do successful organizations do to create in their people the ability to take ownership? How do leaders move from managing to leading so that people will follow? This session will not only give an insight into what successful organizations do, but will give practical tips on how to achieve it.

Paul Bridle has spent the last fourteen years researching what makes people effective (especially in business) and what people do that makes the business so effective. He works with organizations to help them improve performance through their people, starting at the top. Mr. Bridle is the author of *Leadership: The Never-ending Story* and a principal consultant at Proaction International, which provides consultancy on business strategy, corporate values and people planning.



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July 30

## **Power of a Positive Attitude: How to Create Your Own Success** – Ed Foreman

This session is a unique, comprehensive habit-improvement program that mentally, physically, and emotionally improves your sphere of living. The program teaches specific techniques for making this an automatic part of your subconscious mind. It will help you eliminate self-defeating behavior and improve your self-confidence through positive, success-generating habits, putting you on the road to greater achievement and a more rewarding life. This one-day format highlights the popular three-day Successful Life Course featured positively on CBS News' 60 Minutes.

Dr. Ed Foreman has been recognized for his remarkable leadership, and counseling of more than 30,000 graduates of his renowned, life-enhancing SUCCESSFUL LIFE course. Dr. Norman Vincent Peale, author of *The Power of Positive Thinking* said, "Ed Foreman is a highly inspirational person. There is truth, meaning and life in what he teaches."



August 19

## **Effective Conflict Resolution: An Essential Leadership Asset** – Irma Tyler-Wood

How a leader manages conflict and facilitates its resolution directly impacts the bottom line and the performance of those they lead. This hands-on course will prepare leaders to do three things: (1) to understand their conflict styles, strengths and areas for development; (2) to learn and apply three tools for effective conflict resolution; and (3) to reflect on and plan for managing an actual conflict they are experiencing in the workplace.

Irma Tyler-Wood is a Partner with Ki ThoughtBridge. She is co-author of the book *Expand the Pie: How to Create More Value in Any Negotiation*. Prior to her work at Ki ThoughtBridge, she practiced corporate law in Washington, D.C., and had careers in education and government. While at Harvard Law School, she worked as a Negotiation Teaching Fellow with Roger Fisher and served as the Assistant Director of the Conflict Clinic at the Harvard Negotiation Project.



September 23

## **Advocacy: Championing Yourself and Your Ideas** – Dr. John Daly

This session will help you clarify and sell your ideas to others. You will learn how to clearly communicate ideas, build partnerships and alliances with others, pre-sell all ideas long before formal meetings, and be persuasive and influential in meetings. You will also learn how reputations shape how people respond to ideas.

Dr. John Daly has been named Distinguished Teaching Professor at the School of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on Interpersonal Communication, Organizational Behavior, Advocacy and Persuasion and has won eleven different teaching awards at the University of Texas. He provides consulting services to a wide variety of corporate clients as well as the Federal Government, including the Executive Office of the President of the United States.



October 14

## **Developing Leadership Charisma: Actions Speak Louder than Words** – Debra Benton

The most capable don't always succeed; the ones who project their ability do. In this seminar you'll acquire new tools to develop your own style of strong and direct executive effectiveness and leadership. You'll become even more memorable, impressive, credible, genuine, trusted, liked, cool, calm, confident, charismatic, and competent in your professional and personal life.

Debra Benton, author of *Executive Charisma* is an executive coach and international speaker. Her clients include standout companies like Pepsi, Hewlett-Packard, IBM, Kraft, McKinsey & Company, and Lockheed-Martin. Benton is regularly featured in *Fortune*, *The Wall Street Journal*, *The New York Times*, and has appeared on CNN, *Today Show*, *Good Morning America*, and the CBS News with Diane Sawyer. She is the president of Benton Management Resources Inc, in Ft. Collins, Colorado.



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October 29

### **What Every Manager Needs to Know About Finance** – Dr. Kathleen McGahran

The purpose of this session is to provide managers from all departments with an understanding of financial reports, financial performance measures (ratio analysis), financial markets (risk and return measures) and the integration of finance and operations. The session is intended for middle and senior managers interested in how financial management can impact their decisions and opportunities. The session assumes no prior background in finance.

Dr. Kathleen McGahran is a co-author of *Accounting: A Management Approach*. She is an Adjunct Professor at the Graduate School of Business, Columbia University and is Director of the Pelham Consulting Group. Dr. McGahran has designed executive programs for many Fortune 500 companies.



November 17

### **The Emotionally Intelligent Leader: Impacting Productivity and Effectiveness**

Dr. Hendrie Davis Weisinger

As the business environment continues to change, emotional intelligence skills will become increasingly important in determining who succeeds and who fails. This presentation will help participants develop the emotional intelligence competencies required by a position of leadership. Participants will assess, develop, and apply their own emotional intelligence and will learn how to cultivate emotional intelligence in their organization,

Dr. Hendrie Davis Weisinger is the author of *Emotional Intelligence at Work*, *Nobody's Perfect*, *Anger at Work*, and *The Power of Positive Criticism*. He teaches executive education at New York University, Massachusetts Institute of Technology, and the Wharton School at the University of Pennsylvania. He has been a guest expert on over 300 television and radio shows.



December 15

### **Strategic Thinking: How to Move Your Organization Forward** – Dr. Paul Friga

This program is dedicated to simplifying strategy around 4 Ps - Positioning, Priorities, Payments, and Performance. Using the latest strategic frameworks utilized by the Fortune 500 corporations and the world's most prestigious consulting firms, complemented by case studies and current news stories, we will develop those strategic capabilities necessary to be a successful business leader today

Dr. Paul Friga is a professor at the Kenan-Flagler School of Business at the University of North Carolina at Chapel Hill, where he teaches courses in management consulting and strategy. He also serves as the Director of the Consulting Concentrations for undergraduates and MBAs. He researches strategic decision-making, knowledge transfer, intuition, management consulting processes and entrepreneurship.



### **Location for 2009 Seminars: The Carnelian Room/Bankers Club**

- The Carnelian Room is located on the 52<sup>nd</sup> floor of the Bank of America Building (555 California Street) in San Francisco and offers some of the best meeting space and views of the San Francisco Bay.
- The Carnelian Room is easily accessible and is just three short blocks from the Montgomery Street BART Station.
- Registration fee is \$325/seminar.
- Please join us from 8:00-9:00 for continental breakfast and check-in. Seminars will begin promptly at 9:00 and conclude at 4:00. Lunch will be provided.