

3 Easy Ways to Register!

*Fax: 410-381-1558

* E-mail: registration@mdworks.com

*Mail to: Maryland Works, Inc.

10270 Old Columbia Rd, Suite 100
Columbia, MD 21046-1854



10270 Old Columbia Rd., Suite 100,
Columbia, MD 21046
410-381-8660 * FAX 410-381-1558
www.mdworks.com

Maryland Works, Inc.

Managing Up, Down and Across

Wednesday, July 19, 2017

9:30 am – 3:30 pm

Registration begins at 9:00 am

Managing Up is the art of building relationships by using effective communication to understand, anticipate, and manage expectations.

Managing Up, Down and Across is the everyday tool for building better relationships, seeing what's needed and managing actions to get results. In today's fast-paced society, learning the art of communication, relationship management and anticipating needs at every level are essential to succeed in the workplace and maintain a sense of balance and control.

This all day training workshop will teach participants the skills to set and manage expectations using effective communication to proactively identify what's needed, and how to respond to others in a positive, win-win focused manner. Skills covered will include "reading between the lines" to understand what isn't said; understanding other's perspective and how it impacts you, as well as how to use this information to create the "Big Picture."

Key Takeaways:

- Learning to recognize communication barriers and how to remove them
- Developing a listening strategy to understand the perspectives of others
- Building and maintaining working relationships using effective communication
- Learning practical steps to build and improve anticipation skills
- Identifying expectations of others and how to respond using planning and communication
- Learning to communicate your expectations with others to achieve goals
- Using communication to break down walls and barriers for effective relationships

Who should attend: People at any organizational level who want to improve communication with others to build rapport, understanding and managing the expectations of others.

Training Facilitator: **Jean Tate** is a business leader from the banking and technology sector who successfully coaches and trains soft skills to empower employees to grow and succeed. As an innovative solutions provider within complex organizations, Jean understands the challenges of today's workforce and she delivers relevant and practical training to encourage professional and personal growth.

[Registration form →](#)

Managing Up, Down and Across

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Name _____ Title _____

Organization _____ Email _____

Address _____ City _____ State _____ Zip _____

Phone ____/____/____ Fax ____/____/____

<p>___ Member @ \$75.00 (\$70.00 for each additional attendee from the same agency)</p> <p>___ Non-Member @ 100.00</p>
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Method of payment ___ **Visa** ___ **Mastercard** ___ **Check** enclosed (payable to Maryland Works, Inc)

Card number _____ Exp _____ CSC Code _____ (3 digit code on back of CC)

Name as it appears on the card _____

Signature _____ E-Mail _____

Credit card receipt will be e-mailed

Billing Address Associated with Credit Card _____

ADA Accommodations (please specify) _____ **Deadline for special needs is two weeks prior to program date**

48 Hour Noticed Required for Refund