

### 3 Easy Ways to Register!

\*Fax: 410-381-1558

\* E-mail: [registration@mdworks.com](mailto:registration@mdworks.com)

\*Mail to: Maryland Works, Inc.

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



**Maryland Works, Inc.**

### Location

10270 Old Columbia Rd., Suite 100,  
Columbia, MD 21046  
410-381-8660 \* FAX 410-381-1558  
[www.mdworks.com](http://www.mdworks.com)

## Managing Up, Down and Across

Thursday, October 4, 2018

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:** Karen Jacobs brings over 30 years of expertise in Training, Management, Marketing, Strategic Planning, Market Research, Leadership Coaching and Process Improvement. She is a partner of The Integrity Team, Inc. a full-service training and coaching organization focusing on growth of individuals and their organizations. She is an independent consultant for DuPont Sustainable Solutions and has advanced to Director Level with over 110 matrixed employees in a previous position with a Fortune 200 Gas and Electric Public Utility. She has specific experience in leading organizational change, conflict resolution, problem solving, and implementation of strategic service initiatives.

[Registration form →](#)

**Managing Up, Down and Across**

Thursday, October 4, 2018

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_/\_\_\_\_/\_\_\_\_ Fax \_\_\_\_/\_\_\_\_/\_\_\_\_

<p>___ <b>Member @ \$75.00</b> (\$70.00 for each additional attendee from the same agency)</p> <p>___ <b>Non-Member @ 100.00</b></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